

IOWA DEPARTMENT OF PUBLIC HEALTH

EMS SYSTEM REGISTRY

Number BD80500S326

OFFICIAL TECHNICAL PROPOSAL

COPY

Submitted by:



Quality Consulting, Inc.

1500 NW 118th Street
Des Moines, Iowa 50325

March 11, 2005



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Letter of Transmittal

March 11, 2005

Ashley Super
Purchasing Agent III
Iowa Department of Administrative Services, GSE
Purchasing Division
Hoover State Office Building – Level A
Des Moines, Iowa 50319-0105

Ashley.Super@iowa.gov

Thank you for the opportunity to present you with this proposal in response to:

**Request for Proposals – BD80500S326
EMS System Registry**

Components of our proposal package are as follows:

Item	Original/Copy	Media	Number of Copies
Technical Proposal	Original	Hard Copy	1
Technical Proposal	Copy	Hard Copy	6
Technical Proposal		CD-ROM	6
Demonstration Display Application		CD-ROM	7 (included with the Technical Proposals)
Cost Proposal		Hard Copy	1
Cost Proposal	Copy	Hard Copy	6

We will leverage our extensive experience in developing similar applications in order to design, develop and deliver an application that exceeds your expectations and those of the application users.

We appreciate the opportunity to be considered for this project.

Sincerely,

Edward A. Koufer, CPA, CMA, PMP
Vice President



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TECHNICAL PROPOSAL RESPONSE FORMAT

REQUEST FOR PROPOSAL BD80500S326

REQUIREMENT (Requirements shown are not inclusive of all requirements stated in the RFP)	INCLUDED		LOCATION(S) (Page Number(s))
Solutions must be web-based hosted by IDPH.	Yes	No	42; 47; 54
Permissions based allowing multiple access levels for end users.	Yes	No	44
Ongoing protection of critical data.	Yes	No	44; 53
Register / track individuals as well as the services and/or teams.	Yes	No	41; 44
User / Management friendly, concept of 'one place to enter data'.	Yes	No	45; Supplement
INDIVIDUAL REGISTRATION FUNCTION	Yes	No	41; 42; Supplement
IMPORT OF TEST DATA FUNCTION	Yes	No	
RENEWAL FUNCTION	Yes	No	
PUBLIC SEARCH FUNCTION	Yes	No	
ENTITY REGISTRATION FUNCTION	Yes	No	
ENTITY RENEWAL FUNCATION	Yes	No	
ENTITY RECORD FUNCTION	Yes	No	
ONSITE REVIEW FUNCTION	Yes	No	
DMAT VOLUNTEER TRACKING FUNCTION	Yes	No	12 - 27
Implementation Plan	Yes	No	
Data Conversion	Yes	No	
Acceptance Criteria	Yes	No	
Required Hardware configurations	Yes	No	
Firewall issues.	Yes	No	
Networking Protocols	Yes	No	
Security issues	Yes	No	
Technical Support once implemented.	Yes	No	27; 27
Vendor Company Information	Yes	No	8 - 10
Three References	Yes	No	29
Training and Maintenance options.	Yes	No	47
Resumes	Yes	No	31
Comprehensive Overview Diagram	Yes	No	41
Project Schedule	Yes	No	16; 49
Responsibility Matrix	Yes	No	15



Submitted by:

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City, State, Zip:	Clive, Iowa 50325
Telephone:	(515) 440-4998
Fax:	(515) 440-4961
e-mail Address:	ekoufer@qci.com
Signed:	
Print Name	Edward A, Koufer
Title:	Vice President
Date	March 11, 2005



Executive Summary (4)

A core responsibility of the Iowa Department of Public Health is the credentialing of EMS providers. The processes associated with this responsibility are based on legislative mandates aimed protecting the public by ensuring the qualifications of EMS providers.

The Iowa Department of Public Health has commenced a project to implement systems and processes that will ensure efficient and effective administration of the credentialing program.

The application to be developed will enable the Iowa Department of Public Health to achieve a high rate of return on their investment in technology and increase service levels to EMS providers and the public.

We will use QCI's experience and expertise in .NET and SQL database development to design and build an application that supports the processes and requirements identified by the Iowa Department of Public Health.

We have included a Supplement in support of our proposal. The Supplement contains mock-up pages demonstrating the user experience and some of the required functionality.

In addition, these pages can be accessed on the CD-ROM that accompanies this proposal.

QCI Consulting, Inc.

Quality Consulting, Inc. (QCI) is an eight-year-old technology consulting business. Our primary areas of focus are web and applications development, business software solutions, infrastructure design and implementation, project management and staff augmentation.

QCI is the largest technology consulting firm in Iowa, with over 120 employees.

Because of the depth and breadth of our resource pool, we are able to manage projects throughout their full life cycle. QCI has developed a strong reputation for being able to deliver critical technology services at exceptional value. This stems from our deep commitment to helping Iowa organizations succeed through technology.



The QCI Approach

What makes QCI different? – A Processes Based Approach to business requirements development, a goal to keep technology as simple as possible and our understanding of the human element.

From our experience with custom development and package systems, we believe that there are three keys beyond the basic system development principles that make the projects we execute successful.

- 1) **Assemble the right group of people for the detailing of requirements using a process based discussion.** This group includes representatives from all user groups and QCI.

Traditional methods for gathering and detailing requirements have a low probability of success. Our approach yields success for two reasons. First, conducting a well structured, process based discussion with people who play key day-to-day roles after the application is implemented builds a consistent and deep understanding of requirements. Second, including key people early in the process will help galvanize the team which will be needed to help the organization manage the impact of change.

- 2) **Keep the technology simple.** We understand that providing options is an important focus of this application. We also know from experience basic principles such as usability, ease of understanding, response time, reliability, and matching to user skill level must be part of the overall design. All of these variables will be considered in designing the application.
- 3) **Plan for human barriers to change when introducing a new process.** Asking customers and employees to perform a different set of tasks from what they are accustomed to can be a significant hurdle and is frequently underestimated. Although training can help reduce problems, this risk needs to be addressed in a more fundamental way. The keys that we have outlined above work in concert to keep change manageable for these key stakeholders.

This approach works because it formalizes a bridging of perspectives that a traditional approach does not. Users do not always know or understand whether their expectations are viable or even desirable from a system perspective. Developers build produce better applications if they have deep understanding of the user's job and how the system plays a role.

This is a departure from a "you tell me what you want and I go build it" approach that is often employed. By analyzing and agreeing on a thorough process flow, developers, administrators, users and the project manager will have a clear and common understanding of how the system will process and interact with users versus just what the system is supposed to do. Deeper understanding is developed because process mapping articulates the tasks/steps, the sequence, the key decision points, the system interaction points, and which users or systems perform each task/step or decision.



The work the Iowa Department of Public Health has done in developing the information contained in the Request for Proposal provides a very strong foundation in support of our approach.

Our Experience

QCI's Business Software Solutions team provided services to over 50 clients during 2004, ranging from small engagements to large multi-thousand hour projects.

QCI has a high level of experience in providing the services sought by this RFP, as described below.

- Application development – Our development center staff specializes in the use of Microsoft technologies. QCI has been a **Microsoft Certified Partner** for 6 years.
- Database modeling and development – Our team has **SQL Server certified resources** to ensure our data models and database implementations are foundationally strong.
- Defining requirements – our **process-based approach** is fundamentally different from our competitors and yields superior results.
- Project management – QCI has a project management practice with **15 project managers**. QCI's staff includes individuals with PMP certification.
- Infrastructure and environment – QCI has a dedicated infrastructure practice that includes **5 MCSEs**.
- Training and documentation – QCI routinely supports clients with the development and delivery of training and documentation.
- Delivering applications successfully – Over 50 clients have engaged our **Business Software Solutions** group over the past year and received successful results.

Microsoft Partnership

QCI is a **Microsoft Gold Certified Partner**. Gold Certified Partners are the top level of Microsoft solutions partners. This status grants us access to best of class tools and support from Microsoft, allowing us to provide our clients with the highest levels of technical expertise, strategic thinking, and hands-on skills.

Our status of Microsoft Gold Certified Partner ensures that QCI offers:

- **A Broad-Range of Experience** - QCI offers multiple areas of technical expertise including infrastructure, networking, office automation, e-commerce, and other leading edge disciplines.
- **Direct Support from Microsoft** - QCI has access to 24 x 7 x 365 support for our client's projects whenever support from Microsoft is required.



Positive Statements of Understanding or Compliance (5)

The Contractor shall provide a positive statement of understanding or compliance with respect to Chapter 1 – Administrative Issues and to Chapter 2 – Contractual Terms and Conditions, including RFP Attachments 6 and 7.

The prospective Vendor shall provide a positive statement with respect to Chapter 2 of the RFP by stating that the prospective Vendor has read understands and will comply with the contents of Attachments 6 and 7.

We have read, understand and will comply with the information contained in the following sections of the Request for Proposal:

1. Chapter 1 – Administrative Issues
2. 6Chapter 2 – Contractual Terms and Conditions
3. RFP Attachment 6 – Model Service Contract
4. RFP Attachment 7 – Model Software License Agreement



Chapter 3 Items – Scope of Work and Mandatory Requirements (7)

The Contractor shall provide the information requested and/or a positive statement of compliance with respect to each section of Chapter 3. The Contractor must also give detailed explanations as to how it will comply with each of the mandatory requirements if it is selected to provide the services requested by this RFP. Simple statements such as “will comply” may not be acceptable.

Responses to the sections of Chapter 3 follow.

3.1 - MANDATORY PROPOSAL REQUIREMENTS

3.1 1) – Work Plan

Vendor proposals must include a detailed Work Plan explaining how the vendor intends to complete and obtain acceptance of their proposed solution to the requirements of this RFP. The Work Plan shall include, but is not limited to a statement of Project understanding, responsibility matrix (State and vendor), project tasks with milestones and objectives to provide the services and deliverables.

Statement of Project Understanding

We have carefully reviewed and comprehend the project description and each provision of the RFP. We understand the intended use of the application, as set forth in the RFP. Our deliverables related to this project, will satisfy the RFP requirements and support the intended uses.

Following are representation of the Work Plan components.



Project Tasks with Milestones and Objectives

The project schedule consists of tasks and milestones organized into seven phases. Following is a listing of the seven phases and the associated major activities and preliminary dates.

<u>Phases and High Level Tasks</u>	<u>Key Deliverables</u>
1: Define Business Requirements <ul style="list-style-type: none">1. Data Analysis2. Process Analysis3. Reporting and Analysis Requirements4. Develop Series of Prototypes5. Define Data Flows6. Define Logical Data Model7. Define Data Extract Architecture	<ul style="list-style-type: none">1. Process Maps2. Data Overview3. General Reporting Requirements4. Prototypes5. Data Flow Model6. Interface Analysis7. Requirements Documentation
2: Application Design and Functional Requirements <ul style="list-style-type: none">1. Design User Interface2. Design Data Extract Programs3. Define Database and Systems Architecture, including Data Model4. Create prototype modules5. Sign off on application design and functional requirements	<ul style="list-style-type: none">1. Functional Requirements Document2. User Interface Requirements Document3. Prototype Modules (if justified)4. Data Model5. Technical Design
3: Application and Master Data Development <ul style="list-style-type: none">1. Develop User Interface2. Finalize Database3. Develop Extract Programs and Admin Console4. Install Application in Test Environment5. Perform Iterative Unit Testing6. Design and Develop Reports	<ul style="list-style-type: none">1. Final Data Model2. Interfaces3. Application4. Report Templates and Interfaces5. Data Conversion Plan6. Data Conversion Programs7. Test Data



<u>Phases and High Level Tasks</u>	<u>Key Deliverables</u>
4: Application Testing <ul style="list-style-type: none">1. Organize Testing2. Design/Build System Test Cases3. Design/Build Test Procedures4. Build Test Environment5. Functional Testing6. Integration Testing7. Performance Testing8. User Acceptance Testing9. Adjustments and Retesting10. Testing Sign-Offs	<ul style="list-style-type: none">1. Test Plan2. Use Cases3. Test Procedures4. User Acceptance Plan
5: Application Training <ul style="list-style-type: none">1. Develop Documentation2. Develop Training Plan3. Conduct End-User Training	<ul style="list-style-type: none">1. Training Plan2. User documentation3. System documentation
6: Application Deployment <ul style="list-style-type: none">1. Initial Database Population2. Install Application3. Application Sign Off	<ul style="list-style-type: none">1. Initial population of base data2. Fully Operational Application in Live Environment
7: Post Production Support	



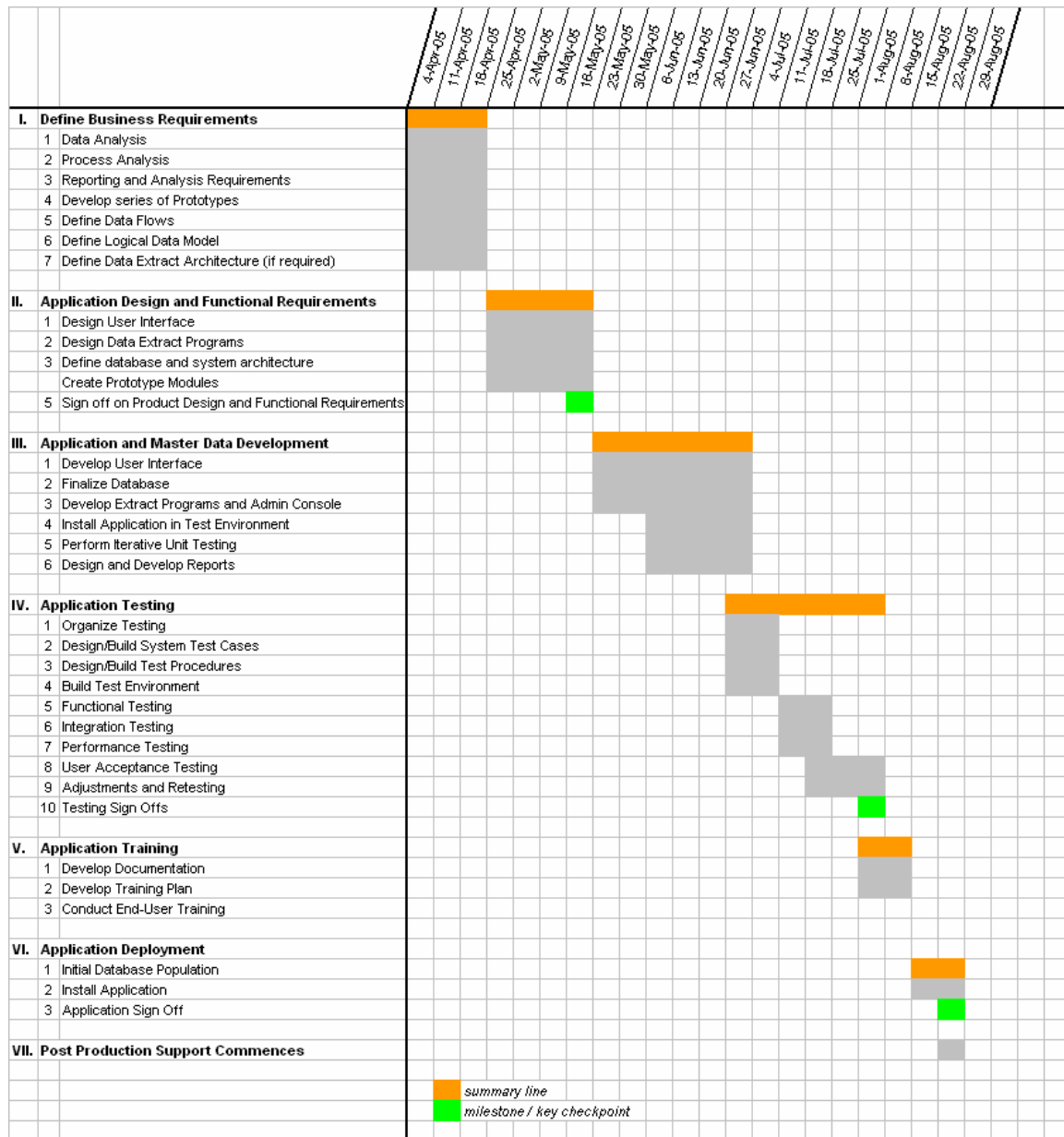
Responsibility Matrix (State and QCI)

Responsibility Matrix

		IDPH				QCI		
		Project Champion	Technical Resources	Process Owners	Executive Sponsor	Project Manager	Technical Resources	Executive Sponsor
Define Business Requirements								
1	Data Analysis		I	I			A	
2	Process Analysis	R		P		R	A	R
3	Reporting and Analysis Requirements		I	P		R	A	
4	Develop series of Prototypes	R		I		R	A	R
5	Define Data Flows					R	A	
6	Define Logical Data Model						A	
7	Define Data Extract Architecture (if required)		I				A	
Application Design and Functional Requirements								
1	Design User Interface	R				R	A	R
2	Design Data Extract Programs	R					A	
3	Define database and system architecture		I				A	
4	Create Prototype Modules	R		R	R	R	A	R
5	Sign off on Product Design and Functional Requirements	S						
Application and Master Data Development								
1	Develop User Interface					R	A	
2	Finalize Database		I			R	A	R
3	Develop Extract Programs and Admin Console	R	R	R			A	
4	Install Application in Test Environment						A	
5	Perform Iterative Unit Testing					R	A	
6	Design and Develop Reports	I	I	I	R	R	A	R
Application Testing								
1	Organize Testing					A		
2	Design/Build System Test Cases						A	
3	Design/Build Test Procedures					P	A	
4	Build Test Environment		I				A	
5	Functional Testing					R	A	
6	Integration Testing					R	A	
7	Performance Testing					R	A	
8	Acceptance Testing	P	P	P		R	A	R
9	Adjustments and Retesting					R	A	
10	Testing Sign Offs	S						
Application Training								
1	Develop Documentation	S	I	I		R	A	
2	Develop Training Plan	S	I	I		R	A	R
3	Conduct End-User Training	P	P	P			A	
Application Deployment								
1	Initial Database Population		P			R	A	
2	Install Application		P			R	A	
3	Application Sign Off	I	I	I	S			
A Accountable		Responsible for success/failure of this activity						
P Participant		Actively participates in the activity						
R Review Required		This person must review the output of this activity						
I Input Required		Project Team needs input from this person in this activity						
S Sign-off Required		Must sign-off the appropriate document						

Project Gantt Chart

The following Gantt chart reflects the project schedule.





Process Flows

Process analysis and mapping is the first step in business requirements definition. Solution development begins with well-defined processes and procedures. This ensures that the application properly supports the Iowa Department of Public Health and the various user types. The Iowa Department of Public Health Department will not be required to develop processes and procedures that are compromised in terms of ease of use in order to accommodate the application.

The optimal processes and procedures will drive the functionality of the application.

This approach is a departure from a “you tell me what you want and I go build it” approach that is often employed. By analyzing and agreeing on a thorough process flow, developers, administrators, users and the project manager will have a clear and common understanding of how the system will process and interact with users versus just what the system is supposed to do. Deeper understanding is developed because process mapping articulates the tasks/steps, the sequence, the key decision points, the system interaction points, and which users or systems perform each task/step or decision.

This approach works because it formalizes a bridging of perspectives that a traditional approach does not. Users do not always know or understand whether their expectations are viable or even desirable from a system perspective. Developers build produce better product if they have deep understanding of the user’s job and how the system plays a role.

From process mapping, a very detailed design that includes a set of system use cases will be developed to capture the precise nature of how the system needs to work for the users to be efficient and accurate.

The outcome is an application that meets the expectations of the users and stakeholders.

Based on information already developed by the Iowa Department of Public Health, QCI will develop preliminary process flows for all of the processes supported by the application.

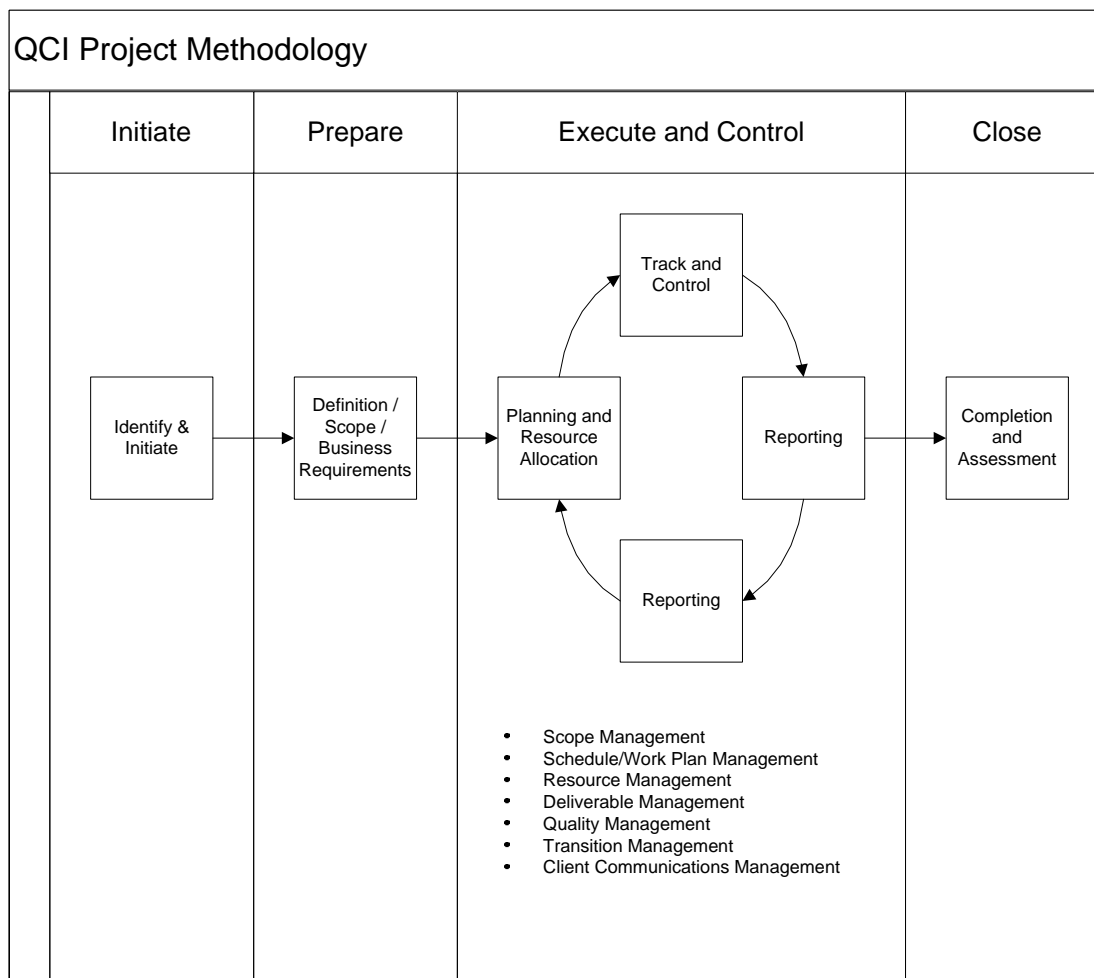
During the project, process mapping will result in process flows that depict steps/tasks, decision points, sequence, and the person or system that performs the steps/tasks or decision.



3.1 2) – Project Management

Vendor proposals must describe how the project will be managed, prioritized and controlled. This must include the project management structure (with organizational chart) and the method of project status reporting (include an example of a Management / Status Report).

QCI's established project management methodology conforms to the project management methodology as described in the Project Management Body of Knowledge published by the Project Management Institute. The following diagram depicts the QCI project management methodology.





Project Management Structure

The project team will be composed of representatives from the Iowa Department of Public Health and QCI. The following roles will exist on the project team:

Project Champion (Department)

The Project Champion is the Department lead for the project. The Project Champion is a decision maker within the Department, has access to the necessary resources and has internal responsibility for the project. The Project Champion works with the QCI Project Manager to lead the project team and address items on the project plan such as dates, deliverables, issues and scope. The Project Champion will sign off on phases of the project.

Project Manager (QCI)

The Project Manager is accountable for the overall success of the project. The Project Manager develops the project plan that includes project assessment, execution and testing and leads the project team in the execution of the plan. The Project Manager is responsible for communication with appropriate Department resources during the project.

Business Expert (QCI)

The Business Expert will determine what specific areas should be evaluated and develops the questions to be answered. The Business Expert will carry out or direct the information gathering processes. The Business Expert will be the lead author of the final project report.

Technical Resources (Department and QCI)

The Project Manager (QCI) and Business Expert (QCI) may call upon Technical Resources (Department and QCI) to support the project. Technical Resources provide key information and specialized technical expertise.

Process Owners (Department)

Process Owners (Department) are business experts who will provide key information during the project. Process Owners (Department) are decision makers who are empowered to make changes or recommendations to business processes.

Executive Sponsors (Department and QCI)

The Executive Sponsors promote the project within their organizations, justify the project economics from a high-level prospective and ensure adequate and appropriate resources are made available from throughout their organizations. The Executive Sponsors are called upon to provide overall direction as well as business expertise. The Project Champion (Department) and Project Sponsor (QCI) keep the Executive Sponsors informed about the progress of the project and may be called upon to participate in project meetings if their expertise is required.



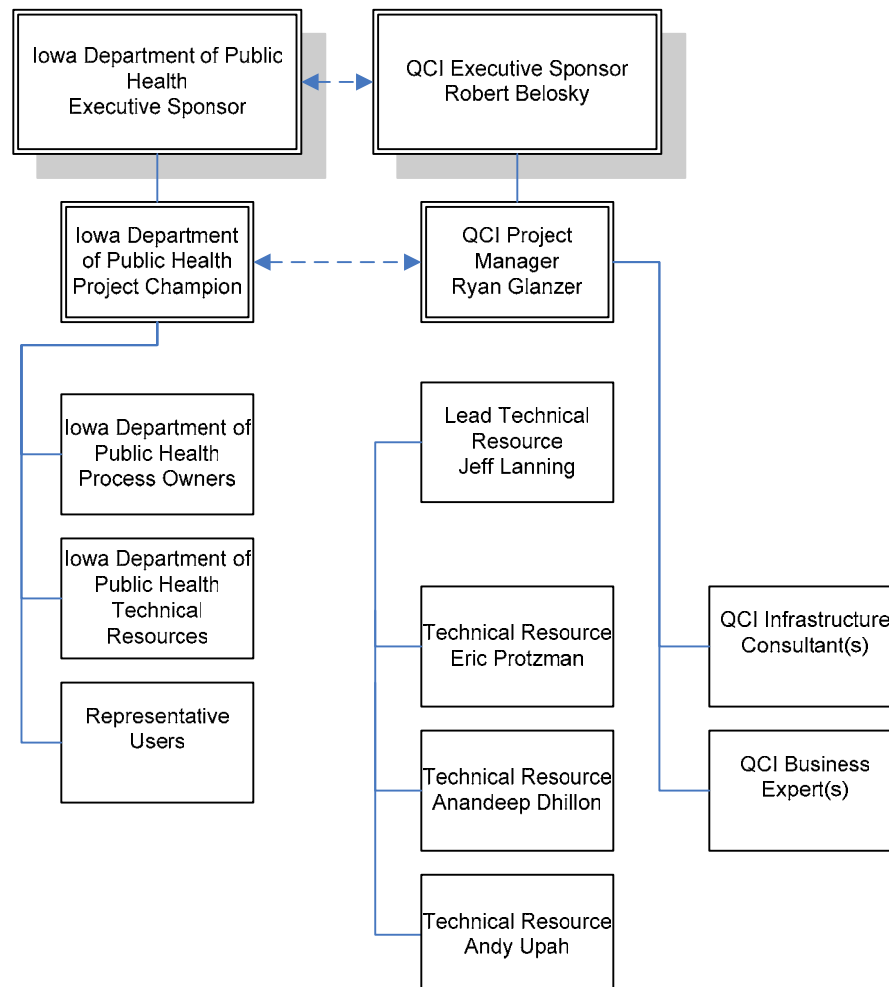
Team Matrix

The following matrix will be completed to identify team assignments for the various project roles:

Role	Organization	Resource
Project Champion	Department	To Be Determined
Project Manager	QCI	Ryan Glanzer
Business Expert	QCI	To Be Determined
Technical Resources	Department	To Be Determined
Technical Resources	QCI	Jeff Lanning / Eric Protzman / Amandeep Dhillon / Andy Upah
Process Owners	Department	Various
Executive Sponsor	Department	To Be Determined
Executive Sponsor	QCI	Robert Belosky



Team Structure- Organization Chart





Project Log

The project log will be used to document and track all project issues, as well as items that team members would like documented and/or communicated. The Project Log will be distributed with the weekly project report.

The Project Log will include:

1. Item number for each entry;
2. Item name;
3. Item description;
4. Notes/Resolution;
5. Status;
6. History.

A sample project log follows



**Iowa Department of Public Health
Sample Project Log
As of 5-7-2005**

#	Item Name	Item Description	Notes/Resolution	Status	History
	Next Steps	1. Confirm Master Report List with John Smith 2. Finalize Data Model with Mary Jones		Open	
1	Activity Report Consolidation	Ann Brown to review recommendation to consolidate reports #3 and #6. -2-28-2005	The report designer recommended consolidation of reports #3 and #6 as there are many similarities to the reports and they have the same user list. Details of the recommendation have been presented to the Ann Brown for consideration. - 2-28-2005	Open	Opened: 4-28-2005 Opened by: Ryan G. Closed: Closed by:
2				Open	Opened: 4-28-2005 Opened by: Ryan G. Closed: Closed by:
3				Open	Opened: 2-28-2005 Opened by: Ryan G. Closed: Closed by:



Risk Assessment

Risks that may affect a project for better or worse will be identified and organized into four risk categories:

1. Technical, quality, or performance risks – such as reliance on unproven or complex technology, unrealistic performance goals, changes to the technology used or to industry standards during the project.
2. Project management risks – such a poor allocation of time and resources, inadequate quality of the project plan, poor use of project management disciplines.
3. Organizational risks – such as cost, time, and scope objectives that are internally inconsistent, lack of prioritization of projects, inadequacy or interruption of funding, and resource conflicts with other projects in the organization.
4. External risks – such as shifting legal or regulatory environment, labor issues, changing owner priorities, country risk, and weather. Force majeure risks such as earthquakes, floods, and civil unrest generally require disaster recovery actions rather than risk management.

The following matrix will be used to identify project risks, the steps to be taken to minimize the risks and the status of each. This matrix will be distributed with the weekly project report.

Risk Number	Priority (1=high, 5=low)	Responsible	Description	Resolution
1				
2				
3				



Communication Plan

A formal communication plan will be developed at the start of the project. This communication plan will specify the methods of communication to be employed, the people involved in each communication and the frequency of each communication.

Example components of a communication plan follow:

Communication	Communication Method	Attendees/ Recipients	Frequency
Working Meeting	Conference Call	Work Team	Weekly
Project Status Review Conference Call	Conference Call	Project Manger and Project Sponsors	Weekly
Weekly Status Report	Written – Distribution via E-Mail	All representatives of Department, QCI staff and any others identified by Department.	Weekly – Close of Business on Monday for period up to previous Friday Close of Business

Weekly Management / Status Reports

QCI will provide weekly status reports to the Iowa Department of Public Health during the development effort. These reports will be submitted by close of business each Monday and will reflect status against the Project Plan as of close of business the previous Friday. An outline of the weekly status report follows:



Iowa Department of Public Health
Weekly Project Status
Project: EMS System Registry
Week Ending: 4-22-2005
Prepared on: 4-25-2005
Prepared by: Ryan Glanzer

Project Milestone	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date
1. (Milestone Name)				
2.				
3.				

This Week

Accomplishments	Goals not Accomplished

Decisions

--	--

Goals for Next Week

--

General Issues/Concerns (See Project Log for Specifics)

--

Comments

--



Application Site Map

Once the business processes are developed and documented, the organization of all of the user interfaces will be designed and documented in the form of a site map. The site map will represent all of the user interface screens and their relationships to each other.

System Documentation

As a standard practice, QCI provides complete documentation of systems as a component of application development. This documentation includes how the application works, along with detailed information about files, fields, interfaces, reports and processes.

Components of the documentation include:

1. Record layouts;
2. Record backup requirements;
3. Creation of reports;
4. Requirements for report modification;
5. Data flow schematics.

In addition, other documents will include:

1. Process flow documentation;
2. Documentation supporting pre-programmed reports;
3. A report catalog;
4. Project work documents including a project log.

3.1 3) – System Support Services

Vendor proposals must include a detailed listing of the system support services, policies and procedures to be provided including guaranteed service levels of each and any exceptions or exclusions from these services.

The QCI Business Software Solutions organization supports a highly responsive application support system. The appropriate Iowa Department of Public Health users will be provided with a toll free phone number and e-mail address that will be used to access the support team.

Application defects reported during a 6 month period commencing with the application acceptance date, will be repaired, at **no additional cost**.

QCI agrees to work closely with the Iowa Department of Public Health to ensure the application supports compliance with changes to legislation and process enhancements. QCI will make any and all such changes, as requested, for a two-year period at a guaranteed hourly rate specified in the Cost Proposal.

When provided the specifications of the change required, QCI will provide an estimate of work effort and cost for the change, within five (5) business days.



3.1 4) – Event Occurrences

During the last three (3) years, have you, a subsidiary or intermediary company or holding company had any of the following occurrences, if so, vendor must state details. a) Had a contract terminated for default b) Been assessed any penalties under any existing or past contracts with the State of Iowa or other governmental entities? c) Been the subject of any order, judgment or decree of any federal or state authority barring, suspending or otherwise limiting the right of the Contractor to engage in any business, practice or activity. d) Had trading in the stock of the companies ever been suspended?

During the last three (3) years, QCI Consulting, Inc., including subsidiaries, intermediate companies, and holding companies have **not** had any of the occurrences enumerated in section 3.1 4) of the RFP.



3.1 5) – References

Contractor proposals must include a minimum of three (3) references; include project name / description, location, contact person with phone number. The vendor must have provided a system of size and scope similar to the system requested in this RFP to at least one (1) of the references.

QCI is proud to present the following three references.

1. Investors Management Group

Amy M. Mitchell
Vice President Director of Fund Administration
Investors Management Group
Century II Building
1415 28th Street, Suite 200
West Des Moines, IA 50266
amitchell@amcore.com
(515) 224-2720

Project Name: IPAS On-Line

Investors Management Group, an investment fund administrator and advisor, uses a QCI built application to allow its clients to manage investment funds on-line. The application processes approximately 60,000 transactions per month efficiently and securely. Much like the EMS System Registry, it requires a robust data model, strict data integrity, various interfaces, and excellent response times. Investors Management Group has been able achieve its objectives by more than doubling its volume of business without adding support personnel. This client continues to retain QCI for services.

This project is of a size and scope similar to the system requested in this RFP



2. **Iowa Hospital Association**

Randall R. Higgs
Information Technology Manager
Iowa Hospital Association
100 East Grand, Suite 100
Des Moines, IA 50309
higgsr@ihaonline.org
(515) 283-9321

Project Name: In-Patient / Out Patient Application

The Iowa Hospital Association uses a QCI built application to process 5 million records each year for its members in support of compliance requirements. At peak times during the day, SQL Server is often performing over 100 transactions per second on the database. Last year, there were over 1.4 million hits on the web server. The use of the application has been expended to support the Wisconsin Hospital Association and the South Dakota Hospital Association.

Many of the batch management facilities are similar to those required of the EMS System Registry. This client continues to retain QCI for services.

This project is of a size and scope similar to the system requested in this RFP

3. **Marketlink, Inc.**

John Miksich
President
Marketlink, Inc.
4305 Fleur Drive
Des Moines, IA 50321
jmiksich@marketlinkinc.net
(515) 285-3420

Project Name: Datalink

Marketlink, Inc., a tele-service firm, uses a QCI built application to serve as the backbone of their business. All aspects of the delivery of Marketlink, Inc.'s service are tracked and reported on using this application. This application delivers client specific information, management information, employee performance information and archives data for the use in planning and analysis. While the data model is highly complex, the user interfaces ensure the application is highly intuitive. This client continues to retain QCI for services.



3.1 5) – Staff Resumes

Submit resumes of primary contractor staff that will be involved with fulfilling all requirements.

Resumes of the primary QCI resources follow.



RYAN GLANZER

TECHNICAL KNOWLEDGE

C/C++/C#	SQL (Queries and stored procedures)	PL/SQL
Crystal Server Pages	Active Server Pages	HTML
Java Script	Visual Basic	JAVA
Unix Scripting	Perl Script	Microsoft Great Plains
FRx Financial Reporting	JD Edwards One World	Microsoft Enterprise Manager for SQL
Query Analyzer for Microsoft SQL	Extensive Crystal Reports and Tools	Business Objects
Oracle Developer		

EXPERIENCE

2002 – Present

QCI

Senior Software Consultant

- Perform the duties of a Project Manager for implementations and system upgrades.
- Work directly with clients to understand their business requirements and design software solutions to meet their needs.
- Serve as a business process consultant for system implementations.
- Provide quality assurance on projects by leading the testing process.
- Serve as a system design lead, working with clients and developers to design software specifications.
- Serve as a Business Intelligence knowledge expert on client engagements.

2001 – 2004

AmerUs Group

Senior Systems Analyst

- Gathered requirements and led testing efforts during AmerUs Group's consolidated General Ledger and Accounts Payable Implementation.
- Served as the Financial Ledger Administrator and Financial System Business Analyst for the organization.
- Coordinated the design and development of reporting databases and data marts to meet new business demands.
- Advised senior management on how to implement new business intelligence technologies.
- Designed, developed, and administered the enterprise-wide financial reporting web site.
- Designed, developed, and tested SQL stored procedures used in reporting and end user applications.
- Maintained the corporate inventory of 125 Crystal reports and developed new reports as required.



-
- Designed, developed, and maintained home-grown web-based accounting applications.
 - Worked with end users and consultants to design and test custom modifications to the financial ledger.
 - Developed and implemented new policies and procedures for the accounting departments.
 - Served as the corporate JD Edwards and Crystal reports trainer.
 - Provided guidance and training to Internal and External Audit.
 - Created end user and technical documentation.
 - Supported troubleshooting of JD Edwards and Crystal reports.

1999 – 2001 Accenture Consulting

Solution Engineering Consultant

- Supported the conversion and integration of client legacy system to the RETEK merchandising business system.
- Designed, developed, and tested batch and online Oracle form modules.
- Provided technical training in C, C++, and Oracle forms to Accenture employees.
- Provided Quality Assurance for new product development by creating and implementing test cases and testing plans.
- Served as a software design lead, development lead, assistant test lead, and EDI technical expert for the RETEK RMS 10.0 release.

EDUCATION

BS, Finance/Economics, Iowa State University



JEFF LANNING

TECHNICAL KNOWLEDGE

.NET	ASP	JAVA
ASP.NET	C/C++/C#	MS SQL Server 2000
C#.NET	COM+	VB Script
Visual Basic.NET	Delphi	Visual Basic
Visual Studio.NET	HTML	Windows XP/2000

EXPERIENCE

2002 – Present

QCI

Lead Architect

- Served as Lead Architect and Developer and of a .NET distributed processing web solution used by airlines to manage staffing levels.
- Served as Lead Architect and Developer of a .NET windows solution used for the entry and retrieval of sales and marketing information.
- Developed a .NET distributed processing web solution for the collection and editing of medical records.
- Served as Lead Developer for development of Multi-Generational IRA illustration software solution written in Visual Basic.

2000 – 2002

Microsoft - Redmond, Washington

Program Manager

- Served as the Program Manager on Microsoft's Mobile Internet Toolkit (MMIT) team (35 members) tasked with extending ASP.NET and the .NET Framework. This allowed development for mobile web devices (PDAs, pagers, smart phones).
- Responsible for driving the design-time user experience and visual integration within Visual Studio .NET.
- Served as a primary communication channel for MMIT integration with Visual Studio .NET.
- Owned and managed the release process for three major product releases.
- Created and maintained all UI and user experience specs for the product (250+ pages).
- Collaborated with Usability Engineers and UI Designers to identify and correct weak areas in the product.
- Interacted with a team of developers, testers, writers, and other program managers from concept to ship.
- Created applications using our mobile technology and leveraging ASP.NET and the .NET Framework.
- Helped track and manage a large number of critical dependencies external to the team.
- Brought new design philosophies and techniques to the team for use in the next release.
- Defined the setup utilities required for proper installation across a substantial matrix of 6 platforms, 9 languages, and 12 SKUs of Visual Studio.



1999 Geneer Corporation

Associate Software Developer

- Served as a developer for this medium-sized (250-person) custom software development firm with clients ranging from start-up organizations to Fortune 100 companies.
- Worked with a litigation management start-up company to solidify 4-years of planning into a tangible prototype.
- Developed a web-based, interactive prototype that was later used to secure \$2 million in venture capital funding.
- Established design guidelines for a \$1 million phone billing system.
- Created multiple prototypes to convert a \$500k Windows-based application to a web-based service.
- Individually recognized for the outstanding service provided to my clients, helping redefine how the company engaged future projects/clients.

EDUCATION

BS, Computer Engineering, Iowa State University



ERIC PROTZMAN

TECHNICAL KNOWLEDGE

C#	VB.NET	ASP.NET
Crystal Reports.NET	Visual Basic	Visual C++
Visual InterDev	SQL Server	Access
PowerBuilder	Windows 9x/00/NT	Solaris
Unix	C, C++	HTML

EXPERIENCE

Dec 2002 - present QCI **Lead Architect**

- Leads the design, build, test, and implementation phases of custom business applications for a portfolio of clients as part of the QCI Development Center.
- Manages work to timelines created by client.
- Highly skilled in designing architecture and data models that match the business process of the clients.
- Direct interaction with clients including communication of status, issues, and milestones achieved.

Jan 2001 – Dec 2002 Ambient Consulting **Consultant**

- Lead Architect of policy administration system including data model, remote access strategy, data access, enterprise object design, and GUI design.
- Design and programming of policy administration application using MS Visual C++ 6.0, MS SQL Server 7, and Crystal Reports 8.5.
- Accountable for the update of the policy administration system; utilized C#, MS SQL Server 2000, Enterprise Services, and Crystal Reports.NET.
- Responsible for growing branch by meeting with clients, hiring staff and providing sales leads.

Mar 1996 – Jan 2001 ITA Group **Technical Lead**

- Coded and maintained Visual Basic apps using MS SQL Server to track performance of incentive program participants.
- Involved in coding internal and external web sites; used Active Server Pages for tracking projects and CRM needs.
- Instrumental in coding customer client web sites using Active Server Pages to incorporate reporting, security, database updating, and batch e-mailing.
- Mentored team with code reviews, design assistance, coding standards and leading projects.
- Interviewed and hired staff.



Sep 1995 - Mar 1996
Software Engineer

Croyle & Associates

- Maintained and rewrote Visual Basic application to assist in hiring employees for a major trucking company.
- Coded Microsoft Access databases for miscellaneous tracking systems.
- Provided database administrator duties for Watcom database.

Aug 1994 - Sep 1995 **Principal Financial**
Information Analyst

- Coded on Personal Computers using PowerBuilder to automate entering and retrieving data for group insurance new case data.
- Instrumental in coding a self-accounting billing system using Smalltalk for external self-accounting insured customers.
- Code Microsoft Access database to track outstanding debts due from group insureds.

Jun 1993 - Jul 1994 **Norwest Mortgage**
Programmer Analyst

- Originally design and code fourth generation language programs on a Sun SPARC station 10 in GAIN interacting with Sybase and Mainframe transactions to automate the mortgage loan origination process.
- Code Microsoft Access database to track outstanding issues dealing with a programming project.

EDUCATION

BA, Computer Science and Mathematics for Modeling
University of Northern Iowa 1993



AMANDEEP DHILLON, MCSD

TECHNICAL KNOWLEDGE

.NET	ASP	JAVA
ASP.NET	C/C++/C#	MS SQL Server 2000
C#.NET	COM+	VB Script
SCOM	IIS	XML
HTML	DHTML	UNIX
Visual Basic.NET	Delphi	Visual Basic
Visual Studio.NET	HTML	Windows XP/2000/NT/98/95
Oracle		

EXPERIENCE

2004 – Present

QCI

Application Developer

- Served as Lead Architect and Developer and of a .NET distributed processing web solution used by a membership organization.
- Supported Development of various .NET distributed processing web solutions.

2003 – 2004

Wells Fargo – Banking Application Reengineering

Programmer/Analyst

- Designed a master database in MS SQL Server 2000, supporting bank login requirements, account detail, and check book tracking.
- Supported the implementation of database connectivity.
- Constructed an application using C#.
- Designed login dialog and the application's main screen functions including account processes such as: adding, modifying, updating, canceling, deactivating, reactivating, depositing/withdrawing, transferring of accounts, and commitment applications.
- Added classes and code that provided required functionality to handle logging processes, adding/editing records, deactivating/ reactivating records, the deposit/withdrawal process, the transfer process, and the check book issue process.
- The environment consisted of Windows XP, .NET, C#, SQL server 2000

2003

Wells Fargo – Public Web Site Enhancement

Programmer/Analyst

- Added a web site feature granting free public access to articles.
- Implemented a complete tutorial on money trading and investments in foreign countries as a component of the web site.
- Enhances the site with access to business news from various countries sourced and syndicated from local newspapers.
- Developed a web service that gives the rate of exchange for currencies of different countries, updated on a daily bases.
- The environment consisted of Windows XP, .Net, C#, Web Services, SQL server, Web Forms, ASP.Net



2003 Wells Fargo – Intranet Enhancement

Programmer/Analyst

- Created a user interface in ASP.NET integrated with the intranet.
- Constructed an application that added the functionality of calculating the tax liabilities.
- Created an ASP.NET application in C#.
- Developed coded in an ASP.NET page, Webform1.aspx by the IDE.
- The environment consisted of Windows XP, .Net, ASP.NET, C#, HTML

2002 - 2003 Wells Fargo – Mobile Phone Application Development

Programmer/Analyst

- Created a Mobile Web Application using C#.
- Research and developed recommendations regarding the use of WAP the Mobile Internet Toolkit and Mobile Web Forms.
- Designed forms for the Mobile Application using C# on an Oracle Database.
- The environment consisted of Windows XP, .Net, C#, ASP.NET, HTML, Oracle 10g Data Provider for .NET 10.1.0.2.0 Beta (Including OADC)

2002 C-DAC Technologies - Interpreter

Programmer/Analyst

- Participated in the development of an interpreter for a subset of C++ (Mini C++).
- Tokenized source code and displayed Syntax Errors.
- Involved coding the entire interpreter file.
- Involved in analyzing the Interpreter Prescan, handling variables, and performing conditional statements.
- Compiled and linked the Mini C++ Interpreter.
- Demonstrated Mini C++.

2002 C-DAC Technologies - Kang Travel Agency

Programmer/Analyst

- Supported the development of an application that evaluates airline flight booking options for travel agency customers.
- Development included analyzing the following components: Flight structures; Search classes; in depth first search; breadth first search; hill climb search and least cost search.
- Application of path and node removal methodologies supporting identification of optimal solutions.

2001 C-DAC Technologies File Downloader

Programmer/Analyst

- Developed a file download subsystem that can be integrated into a number of different Internet - based applications.
- The application is a self-contained subsystem that handles all the details of opening an Internet connection, reading the file, and then closing the connection.



EDUCATION

B.C.A. (Bachelor of Computer Applications), Punjab, India

CERTIFICATIONS

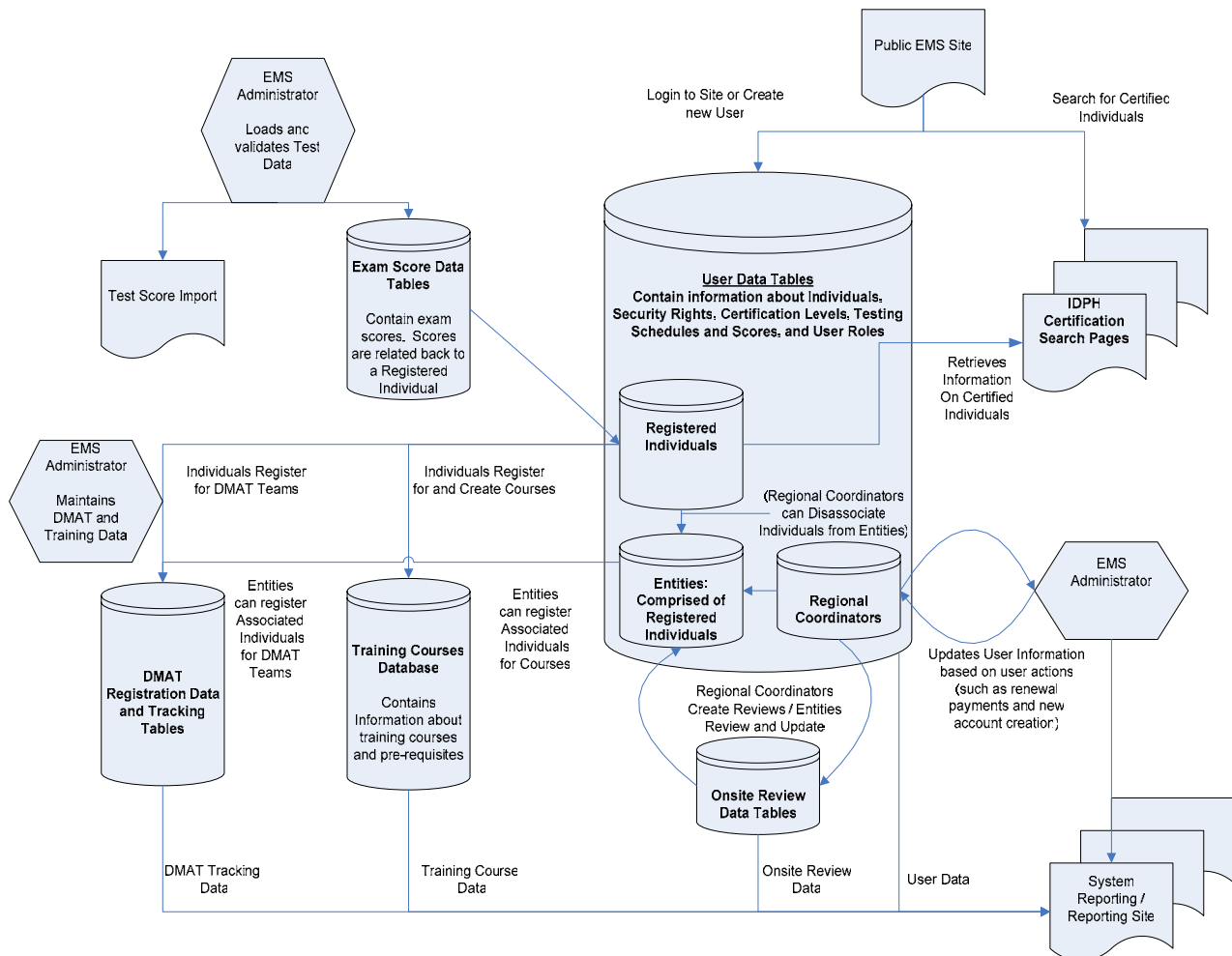
MCSD - Microsoft Certified Solution Developer



3.2 - MANDATORY GENERAL REQUIREMENTS

Comprehensive System Overview

The following diagram supports the Technical Description of our proposal by providing an overview of system components.





Processes supported by the proposed EMS System Registry as demonstrated by the above illustration:

<input checked="" type="checkbox"/>	1. Individual Registration Function
<input checked="" type="checkbox"/>	2. Import of Test Data
<input checked="" type="checkbox"/>	3. Renewal Function
<input checked="" type="checkbox"/>	4. Public Search Function
<input checked="" type="checkbox"/>	5. Entity Registration Function
<input checked="" type="checkbox"/>	6. Entity Renewal Function
<input checked="" type="checkbox"/>	7. Entity Record Function
<input checked="" type="checkbox"/>	8. Onsite Review Function
<input checked="" type="checkbox"/>	9. DMAT Volunteer Tracking Function

A. Web Based

A. Solutions must be web-based.

We will develop a **web-based application**, with user access via internet browser. The client computer will serve the function of displaying information delivered by the server and supporting user data input. Minimizing the function of the client computer will allow users having slower internet connections to utilize the application in as efficient manner as possible.

An **N-tier architectural solution** will be employed. The N-tier architecture will maximize reuse, encapsulation, scalability and maintainability. The N-tier solution, illustrated below, structures the application into four layers:

1. Presentation – ASPX and HTML pages presented via web-browser;
2. Business Component – Transactions are managed and business logic is applied;
3. Data Access – Data logic is encapsulated to various data stores;
4. Microsoft SQL Server – Stored procedures and triggers are utilized for data access.

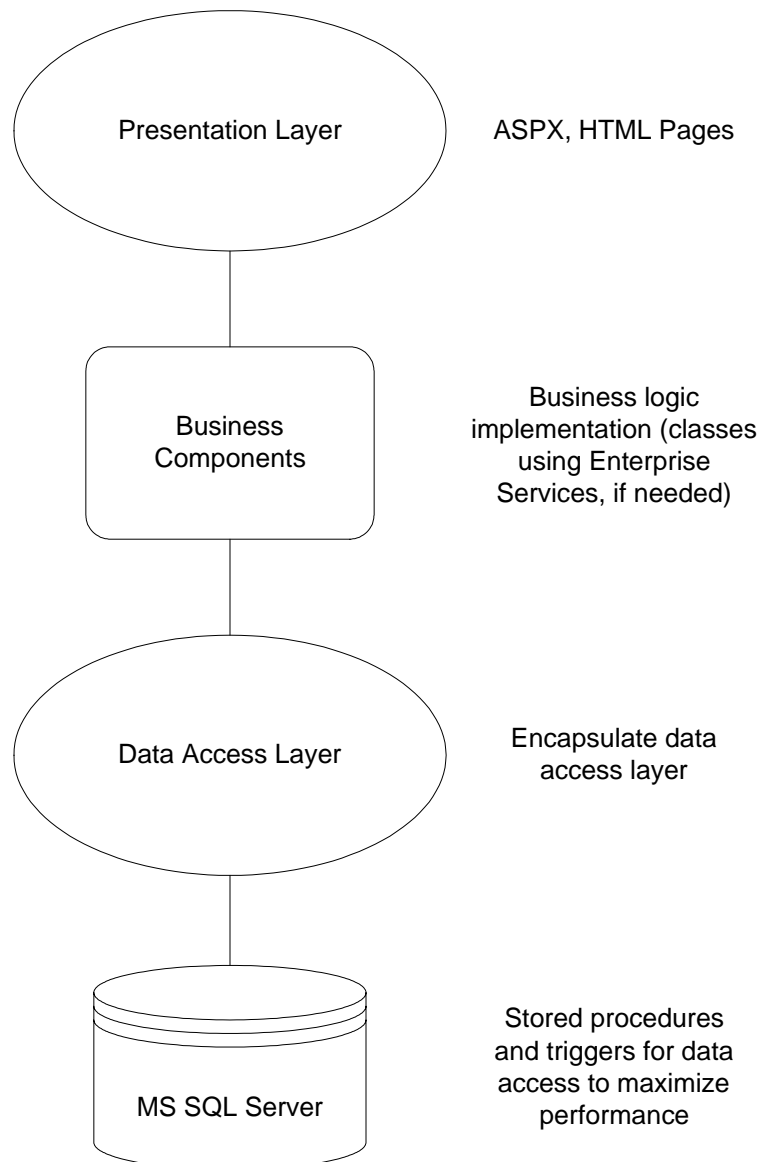
The graphical user interface will be based upon the results of our collaborative business analysis. Data entry accuracy and the user experience, in terms of process support, will drive the organization, look and feel of the graphical user interface.

A depiction of the N-tier solution follows.

N-tier Solution Depiction



End user with Internet Explorer or Netscape Navigator





B. Permission Based

B. Solutions must be permissions based allowing multiple access levels for end users.

We will use the code access security technology in the .NET Framework to provide a highly secure, role based application. The .NET Framework will collect evidence about the origin and author of an application. The .NET Framework run-time environment will then combine that evidence with administrator-set or default security policies to make fine-grained decisions about whether to run that application or enable it to access a particular resource. It can even "negotiate" with the application, for example, denying it the permission to write to a protected directory and enabling the application to choose whether it will run, given that it has been denied that permission.

C. Data Protection

C. Solutions must ensure the ongoing protection of critical data.

All sensitive data will be stored encrypted. The .NET Framework provides built-in classes to allow for easy, highly effective encryption. The TripleDES algorithm will perform a transformation on data, keeping data from being read by third parties. For transmission of sensitive data from the web browser client to the server, the web server will utilize SSL.

D. Tracking

D. Solutions must register and track individuals as well as the services and/or teams that individuals may/may not be registered to.

The database design and functionality will support the association between individuals and/or services/teams with which they are associated.

The association between an individual and a service/team allows service/team administrative users to access and manage the data associated with the individual.

The relationship between Associations and Individuals is Many-to-Many.

It is not mandatory that an individual has an association.



E. and F. – User Interface

E. Solutions must function intuitively and be user-friendly.

F. Solutions must adopt the concept of 'one place to enter and gather data' where ever possible

We will assemble the right group of people for the review of the user interface using a process based discussion. This group will include representatives from all of the user groups.

In addition, we consider the development of user interfaces to be a highly iterative process. We will develop models based upon information from the group and then re-work the models based upon feedback.

Traditional methods for developing user interfaces often result in un-intuitive, non-user-friendly results.

Our approach yields success -- Conducting a well structured, process based discussion with people who play key user roles builds a consistent and deep understanding of requirements.

This methodology also supports the concept of '**one place to enter and gather data**'. The user feedback regarding ease of use will drive us to support the processes in as efficient manner (from the user perspective) as possible.

Page mock-ups are included as a supplement to this proposal and are available on the accompanying CD-ROM.

The mock-ups demonstrate our initial concept for the contents of each page, including components that are dynamic and based upon the specific customer to which a user is associated.

We consider the development of the pages to be a **highly iterative process**; these Mock-ups are a preliminary step in the process.

G. Overhead and Technical Support

G. Solutions must minimize management overhead and technical support needs

We will take advantage of .NET framework's advanced ways of monitoring the health of running applications, as well as isolating applications from each other to ensure the application stays up-and-running.

To minimize management overhead and technical support needs, the application will be database driven.

Application pages will be dynamically generated or customized to display the information that is relevant to each visitor. The pages will quickly and efficiently



display a subset of relevant information selected from the contents of the database.

In addition to traditional data elements, such as the name and other information about a user, databases will be used to support the operating aspects of the application. For example, changing license fee levels and setting security may be administrative functions supported by the application. Technical support will not be required.

The process of defining business requirements will serve to identify administrative function that will be database driven, minimizing the need for technical support.

The .NET Framework makes it easy to deploy, run, and manage applications. Application isolation and automatic version control of components can help prevent versioning conflicts. Applications built using the .NET Framework can be deployed to a client or server machine simply by copying the application directory to the target machine-no registration is required.

H. Cost Effective

H. Solutions must be cost effective and minimize per-user costs

The per-user and per-transaction marginal costs will be almost non-existent in terms of the application and hardware costs.

The intuitiveness of our programming model, the amount of code already provided in the class libraries and the amount of work that the .NET Framework handles behind the scenes in areas such as memory management have enabled our .NET Framework developers to reap huge productivity gains.

With the lowest implementation and maintenance costs in the industry, SQL Server 2000 delivers a low maintenance, low cost to implement database solution.

I. Project Schedule – August 30, 2005

I. Solutions must be implemented and accepted by August 30, 2005

The project schedule we have presented in a Gantt Chart format on page 16, demonstrates our support of the August 30, 2005 implementation date. The Gantt Chart on page 49 shows a timeline based on number of days.

Our on-going communication with the Iowa Department of Public Health Project Champion will keep all parties informed of the project status.



J. Microsoft SQL and .NET technology

J. Solutions must be based on a Microsoft SQL and .NET technology

Our proposal complies with this item.

The QCI development center focuses almost exclusively on the development of applications using Microsoft SQL and .NET technology.

We refer to the use of Microsoft SQL and .NET technology as follows:

Section	Page
A. Web Based	42
B. Permission Based	44
C. Data Protection	44

K. Hosting

K. Solutions must be hosted and maintained by the Department

Our proposed application will be hosted and easily maintained by the Department.

L. Training & Maintenance

L. Training & maintenance options must be presented in detail.

Training

Training is absolutely critical to success of the implementation especially since there is wide variation in the technical sophistication of the users.

A Training Plan will be developed and implemented.

The Training Plan will outline the objectives, needs, strategy, and curriculum to be addressed when training users on the application. The plan will present:

1. Activities needed to support the development of training materials;
2. Coordination of training schedules;
3. Assignment of roles and responsibilities;
4. Reservation of personnel and facilities.

Training activities will be developed to teach users how to use the application. Training sessions will be role based and will be designed to follow the processes that are supported by the application. Classroom training followed by self-study is the delivery methodology. User certification will also be a component of the training program.

We propose a train-the-trainer methodology. This means that selected Iowa Department of Public Health resources, who will be system users themselves, will be trained by members of the development team. These Iowa Department of Public Health resources will then go on to deliver end-user training. These trainers will be well positioned to



deliver training as they their job experience and application training will make them true experts.

QCI will support the development of training materials, including training manuals, user support documentation, as well as training data.

The Cost Proposal Section of this document reflects the time and cost involved to train Iowa Department of Public Health staff, including departmental IT staff, on system use and support requirements.

Requests for additional or alternative training are encouraged and will be negotiated as part of the project.

Maintenance & Support

The QCI Business Software Solutions organization supports a highly responsive application support system. The appropriate Iowa Department of Public Health users will be provided with a toll free phone number and e-mail address that will be used to access the support team.

Application defects reported during a 6 month period commencing with the application acceptance date, will be repaired, at **a cost specified in the Cost section of this proposal.**

QCI agrees to work closely with the Iowa Department of Public Health to ensure the application supports compliance with changes to legislation and process enhancements. QCI will make any and all such changes, as requested, for a two-year period at a guaranteed hourly rate specified in the Cost Proposal.

When provided the specifications of the change required, QCI will provide an estimate of work effort and cost for the change, within five (5) business days.

M. Data Conversion

M. Contractor must convert existing data into proposed solution under the supervision of IDPH.

Our proposal complies with this item.

The conversion tools we use will be based upon the format of the existing data.

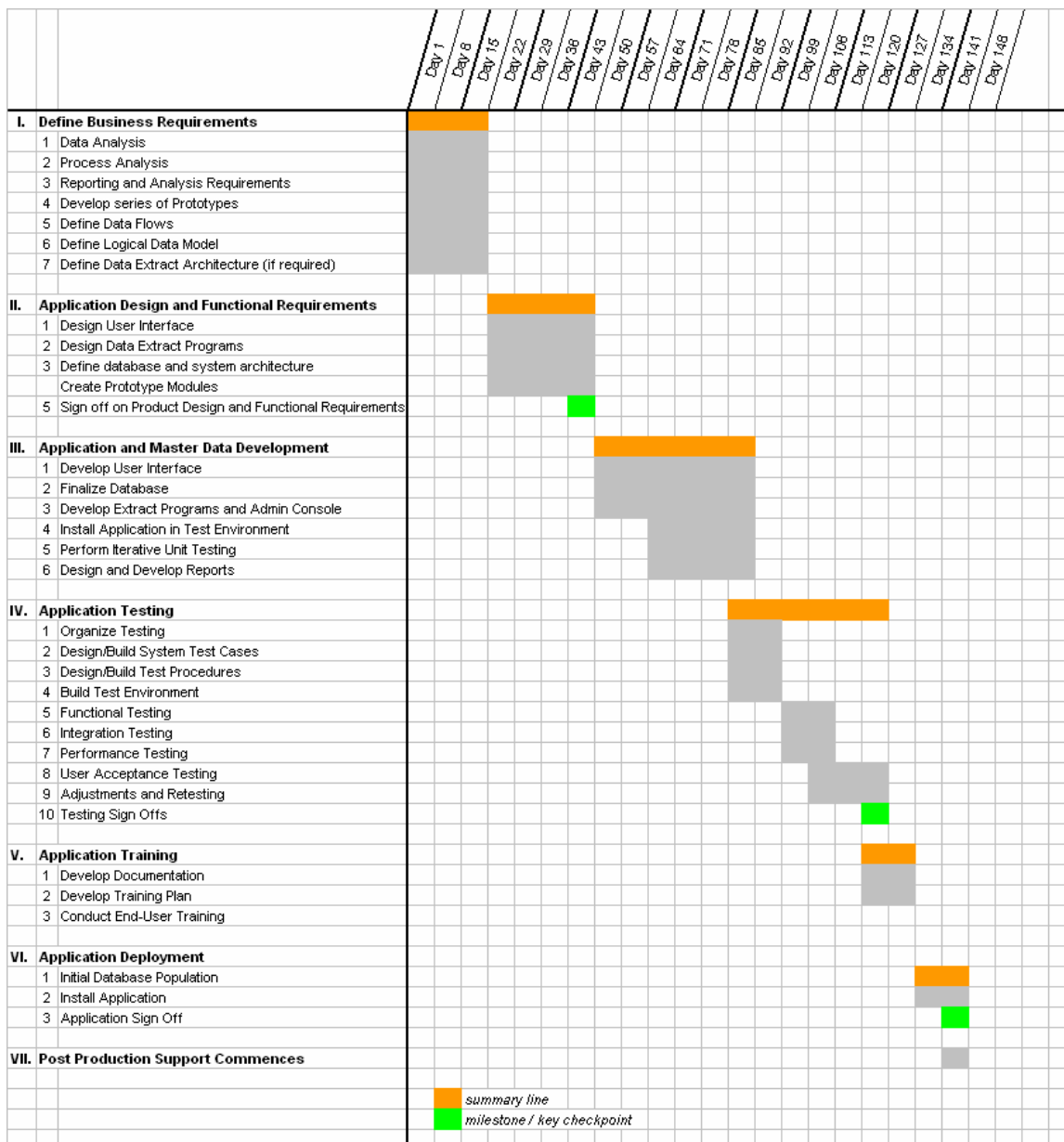
With the assistance of IDPH experts, data will be mapped from the existing databases to the new tables. We anticipate some of the data will require manipulation to achieve the correct format. In addition, data cleansing rules will be developed and applied to take advantage of the conversion process.



N. Implementation Schedule

N. Vendor proposals must include a detailed proposed implementation schedule in number of days from date of contract execution. A comprehensive implementation plan, schedule and work breakdown for full implementation must be included in proposal.

Implementation Schedule Based on Number of Days





The work breakdown is demonstrated in the chart on page 13.

Vendor must have a staff person available to participate on an implementation team at the IDPH; submitted proposal must include limitations regarding participation and qualifications of individual to be allocated. Vendor must work as a partner with the IDPH, assisting with the installation and integration of all software into the existing IT environment; submitted proposal must include all implementation services and costs associated.

Our proposal complies with these items.

Note: Time spent by QCI project staff members, on-site at the Iowa Department of Public Health will vary week-to-week depending on the project state. During Phase 1, Define Business Requirements and in support of testing and training, we will be on-site full time. During other portions of the project, such as Phase 3, Application and Master Data Development, our time on site will be in support of status and planning meetings.

The vendor shall be responsible for installing and certifying that the system(s) are ready to begin acceptance testing.

We will utilize multiple methods of testing during to support the development of the application.

Code Reviews – The depth and breadth of our development team supports our practice of peer review. Following is a check list of items included in an application development peer review:

- ✓ Does the code build correctly?
- ✓ Does the code execute as expected?
- ✓ Do you understand the code you are reviewing?
- ✓ Has the developer tested the code?
- ✓ Are variable declarations properly commented?
- ✓ Are units of numeric data clearly stated?
- ✓ Are all functions, methods and classes documented?
- ✓ Are function parameters used for input or output clearly identified as such?
- ✓ Are complex algorithms and code optimizations adequately commented?
- ✓ Does code that has been commented out have an explanation?
- ✓ Are comments used to identify missing functionality or unresolved issues in the code?
- ✓ Are assertions used everywhere data is expected to have a valid value or range?
- ✓ Are errors properly handled each time a function returns?
- ✓ Are resources and memory released in all error paths?
- ✓ Are all thrown exceptions handled properly?
- ✓ Is the function caller notified when an error is detected?
- ✓ Has error handling code been tested?
- ✓ Is allocated memory (non-garbage collected) freed?



- ✓ Are all objects (Database connections, Sockets, Files, etc.) freed even when an error occurs?
- ✓ Is the same object released more than once?
- ✓ Does the code accurately keep track of reference counting?
- ✓ Are all global variables thread-safe?
- ✓ Are objects accessed by multiple threads thread-safe?
- ✓ Are locks released in the same order they are obtained?
- ✓ Is there any possible deadlock or lock contention?
- ✓ Are loop ending conditions accurate?
- ✓ Is the code free of unintended infinite loops?
- ✓ Do recursive functions run within a reasonable amount of stack space?
- ✓ Are whole objects duplicated when only references are needed?
- ✓ Does the code have an impact on size, speed, or memory use?
- ✓ Are you using blocking system calls when performance is involved?
- ✓ Is the code doing busy waits instead of using synchronization mechanisms or timer events?
- ✓ Was this optimization really needed?
- ✓ Are function parameters explicitly verified in the code?
- ✓ Are arrays explicitly checked for out-of-bound indexes?
- ✓ Are functions returning references to objects declared on the stack?
- ✓ Are variables initialized before they are used?
- ✓ Does the code re-write functionality that could be achieved by using an existing API?
- ✓ Does a fix made to a function change the behavior of caller functions?
- ✓ Does the bug fix correct all the occurrences of the bug?
- ✓ Is the code doing signed/unsigned conversions?

System Testing -- The cost of the development process and the quality of the application are dependent upon the early identification of issues. Therefore, testing is first performed by the developer while developing the database and functionality.

Functional Testing -- Functional testing will be conducted QCI staff with the goal of ensuring that the application performs as desired in support of all of the identified processes.

Acceptance Testing -- Only when the application passes peer reviews, system testing and functional testing, will it be made available acceptance testing. We will install the system on the Iowa Department of Public Health server for the acceptance testing process.

The elements of the formal test plan are as follows:

1. Organize Testing
 - 1.1. Creation of a system test plan
 - 1.2. Documentation of a schedule
 - 1.3. Request/assign resources
2. Design/Build System Test Cases
 - 2.1. Identify test cycles
 - 2.2. Develop test cases
 - 2.3. Develop use cases
 - 2.4. Document expected results



-
3. Design/Build Test Procedures
 - 3.1. Set up and communicate error management procedure
 - 3.2. Develop status reporting process
 4. Build test environment
 - 4.1. Migrate application to the test server
 - 4.2. Populate test data
 5. Functional testing
 - Ensures that each element of the application meets the specified functional requirements
 6. Project integration and performance testing
 - Prove that all areas of the system interface with each other correctly and that there are no gaps in the data flow.
 7. Performance Testing
 - Performance testing will be conducted prior to user acceptance and will be performed iterative with integration testing.
 8. Execute acceptance testing
 - Representatives of the Iowa Department of Public Health ensure that the system operates in the manner expect and supporting materials are accurate and suitable for the purpose intended.
 9. Adjustments and retesting
 10. Iowa Department of Public Health sign-off



O. Technical Support

O. Following implementation and acceptance, the vendor must provide on-going technical support via telephone and/or email to IDPH and system users during regular business hours. Tiered maintenance service level agreements must be offered (i.e. platinum-level, gold-level, etc.).

The QCI Business Software Solutions organization supports a highly responsive application support system. The appropriate Iowa Department of Public Health users will be provided with a toll free phone number and e-mail address that will be used to access the support team. During off hours, the phone number will ring to a cell phone that is carried by our on-call consultant.

Application defects reported during a 6 month period commencing with the application acceptance date, will be repaired, at **a cost specified in the Cost section of the proposal.**

QCI agrees to work closely with the Iowa Department of Public Health to ensure the application supports compliance with changes to legislation and process enhancements. QCI will make any and all such changes, as requested, for a two-year period at a guaranteed hourly rate specified in the Cost Proposal.

When provided the specifications of the change required, QCI will provide an estimate of work effort and cost for the change, within five (5) business days.

P. Security

P. The product offered shall provide well-documented secure usage capabilities, for the following: a) Password Security must interface with Windows Active Directory for User authentication. b) E-Mail or Messaging Security. c) Security Reporting.

We will use the code access security technology in the .NET Framework to provide a highly secure, role based application. The .NET Framework will collect evidence about the origin and author of an application. The .NET Framework run-time environment will then combine that evidence with administrator-set or default security policies to make fine-grained decisions about whether to run that application or enable it to access a particular resource. If desired, it will even "negotiate" with the application, for example, denying it the permission to write to a protected directory and enabling the application to choose whether it will run, given that it has been denied that permission.

The use of Windows Active Directory for User authentication may not support the stated security goals. We will review both benefits and the down side to this approach with representatives of the Iowa Department of Public Health.



All sensitive customer data will be stored encrypted. The .NET Framework provides built-in classes to allow for easy, highly effective encryption. The TripleDES algorithm will perform a transformation on data, keeping data from being read by third parties. For transmission of sensitive data from the web browser client to the server, the web server will utilize SSL.

.Net tools supporting secure e-mails and reporting will be utilized.

Q. & R. Networking Protocols & Firewall Compatibility

Q. The software offered must utilize Networking Protocols that ensure good security. a) Network Protocols must be handled in a secure manner. b) Network Ports are handled in a secure manner.

R. The product offered must work with Firewalls in a secure manner. a) Software must work with Network Firewalls in a secure manner. b) Software works with Personal Firewalls in a secure manner.

The application and database will be developed to comply with requirements for a secure network protocol and with firewalls that exist on the server and user systems.

The capabilities of .NET, our experience in developing .NET applications of a similar nature and our extensive enterprise infrastructure, ensure our capability to comply with this requirement.

S. Minimum Server Hardware Configuration

S. Bidder to provide a minimum Server Hardware Configuration specification required to run the application.

Server Hardware Requirements

Processor	Intel Xeon 2.0 GHz or greater
Cache	512K
Memory	Equal to or greater than 1GB DDR
Data Storage Capacity	Equal to or greater than 500GB

T. Microsoft 2000 Server OS

T. The product offered must run on Microsoft 2000 Server OS. b) Product licensing must be per server and not per user / seat. c) The specified hardware configuration can support mirroring of data to a hot backup site.

Our proposed application complies with this requirement.



U. System Acceptance

U. SYSTEM ACCEPTANCE: Bidder is to provide proposed acceptance criteria including demonstrated specified functionality of all system components. Tests based on simulated use of the system in the normal operating environment. The contractor shall perform the tests and document all results under the supervision of IPPH representative. The successful completion of these operational scenarios shall be documented.

Before acceptance testing commences, the Iowa Department of Public Health and QCI will jointly develop the criteria to be used to decide system acceptance. Part of the acceptance criteria will revalidate some of the other system tests. For example, testing of security, response times and functionality will all be included, even if some of these tests were done as a part of system testing.

We will develop an Acceptance Test Work Plan which will define the activities associated with the acceptance test, when they will begin and end, and who is responsible.

Much of the testing will be organized by operational scenarios or process, allowing for a thorough review of functionality.

QCI will develop test data and expected results, which will be approved by the Iowa Department of Public Health. Results will be documented and presented to the Iowa Department of Public Health in a format that allows for efficient and effective review and formal sign-off.

The section of this proposal relating to system testing (page 50) also speaks to system acceptance.

3.3 – Mandatory System Requirements

The System Registry project, as a whole, consists of nine (9) different required pieces. The following are high-level descriptions of the required components. See Exhibit A for additional complete requirements.

- A. INDIVIDUAL REGISTRATION**
- B. IMPORT OF TEST DATA**
- C. RENEWAL**
- D. PUBLIC SEARCH**
- E. ENTITY REGISTRATION** EMS Services will register themselves as a Service.
- F. ENTITY RENEWAL**
- G. ENTITY RECORD**
- H. ONSITE REVIEW**
- I. DMAT VOLUNTEER TRACKING**

These required pieces/processes are represented in our planned application and the supporting database.

In addition, the Supplement to the proposal details many of these processes



Technical Proposal Format – Chapter 3 (8)

Bidder is to submit to the Technical Proposal Format shown in Chapter 5 herein.

We have followed the Technical Response Format, as shown in Chapter 5 of the RFP.

The Technical Response Matrix is incorporated in our proposal, on page 6.

Signed Attachments 1 through 5 (9)

The signed documents follow.



ATTACHMENT 2: Certification of Independence and No Conflict of Interest

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH TECHNICAL PROPOSAL.

CERTIFICATION OF INDEPENDENCE AND NO CONFLICT OF INTEREST

By submission of a proposal in response to RFP BD80500S326, the vendor certifies (and in the case of a joint proposal, each party thereto certifies) that the proposal has been developed independently, without consultation, communication or agreement with any employee or consultant of the Department who has worked on the development of this RFP, or with any person serving as a member of the evaluation committee; the proposal has been developed independently, without consultation, communication or agreement with any other vendors or parties for the purpose of restricting competition; unless otherwise required by law, the information in the proposal has not been knowingly disclosed by the vendor and will not knowingly be disclosed prior to the award of the contract, directly or indirectly, to any other vendor; no attempt has been made or will be made by the vendor to induce any other vendor to submit or not to submit a proposal for the purpose of restricting competition; no relationship exists or will exist during the contract period between the vendor and the Department that interferes with fair competition or is a conflict of interest.

March 11, 2005

Signature

Date

Edward A. Koufer, CPA, CMA, PMP Vice President

Printed Name and Title

QCI Consulting, Inc. (QCI)

Name of Vendor Organization



ATTACHMENT 3: Additional Certifications

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH TECHNICAL PROPOSAL.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION—LOWER TIER COVERED TRANSACTIONS

By signing and submitting this Proposal in response to RFPBD80500S326, the vendor is providing the certification set out below:

1. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the vendor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
 2. The vendor shall provide immediate written notice to the person to which this Proposal is submitted if at any time the vendor learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
 3. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principle, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this Proposal is submitted for assistance in obtaining a copy of those regulations.
 4. The vendor agrees by submitting this Proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated. The vendor further agrees by submitting this Proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion—Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. A participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.
7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause.



ATTACHMENT 4: Authorization to Release Information

PROSPECTIVE VENDORS – SIGN AND SUBMIT CERTIFICATION WITH TECHNICAL PROPOSAL.

AUTHORIZATION TO RELEASE INFORMATION

Quality Consulting, Inc. hereby authorizes any person or entity, public or private, having any information concerning the vendor's background, including but not limited to its performance history regarding its prior rendering of services similar to those detailed in RFP BD80500S326, to release such information to the Department. The vendor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The vendor acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the Department or may otherwise hurt its reputation or operations. The vendor is willing to take that risk. The vendor agrees to release all persons, entities, the Department, and the State of Iowa from any liability whatsoever that may be incurred in releasing this information or using this information.

QCI Consulting, Inc. (QCI) _____
Name of Vendor Organization

_____ March 11, 2005
Signature of Authorized Representative Date

Edward A. Koufer, CPA, CMA, PMP Vice President _____
Printed Name and Title



Electronic copy of the Technical Proposal (10)

One electronic copy of the Technical Proposal on CD included in the Original.

An electronic copy of the Technical Proposal has been provided on a CD. The document is contained in a Microsoft Word file.

Demonstration Application (11)

If available, a demonstration display application with capabilities similar to those required in this RFP may be provided on CD-ROM.

We have included a Supplement in support of our proposal. The Supplement contains mock-up pages demonstrating the user experience and some of the required functionality.

In addition, these pages can be accessed on the CD-ROM that accompanies this proposal.



Conclusion – Summary

The implementation of a highly effective EMS System Registry Application is a key requirement to support the goals and objectives of the Iowa Department of Public Health.

QCI will work very closely with Iowa Department of Public Health to ensure the application supports all applicable processes and reporting requirements.

Our team is composed of a diverse group of highly skilled and experienced individuals who are committed to developing and providing continued support of the application. With over 120 employees, QCI makes a significant organizational commitment to this development project.

Our partnership with Microsoft ensures our staff is highly qualified and is provided with the tools, training and resources to support this development project.

We appreciate the opportunity to present this proposal.



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IOWA DEPARTMENT OF PUBLIC HEALTH

EMS SYSTEM REGISTRY

Number BD80500S326

OFFICIAL TECHNICAL PROPOSAL

SUPPLEMENT

Submitted by:



Quality Consulting, Inc.

1500 NW 118th Street
Des Moines, Iowa 50325

March 11, 2005



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Review of Certifications for an Individual – Pre-Renewal Review.....	15
Review Results of an On-Site Review	22



Important Note:

When using the files provided on the CD-ROM, please start your review with the page:

LOGIN.html

Mock-Up Pages

The mock-up pages in this supplement to the QCI proposal for the development of an EMS Registry Application correspond to pages provided on a CD-ROM provided with the proposal.

Note all of the pages included on the CD-ROM are represented in these screen-shots. Please see the CD-ROM for the full demonstration.

These pages demonstrate compliance with the specifications contained in the Request for Proposal.

These pages are meant to serve as the foundation from which to begin developing detailed specifications, they are not intended to show a final solution.

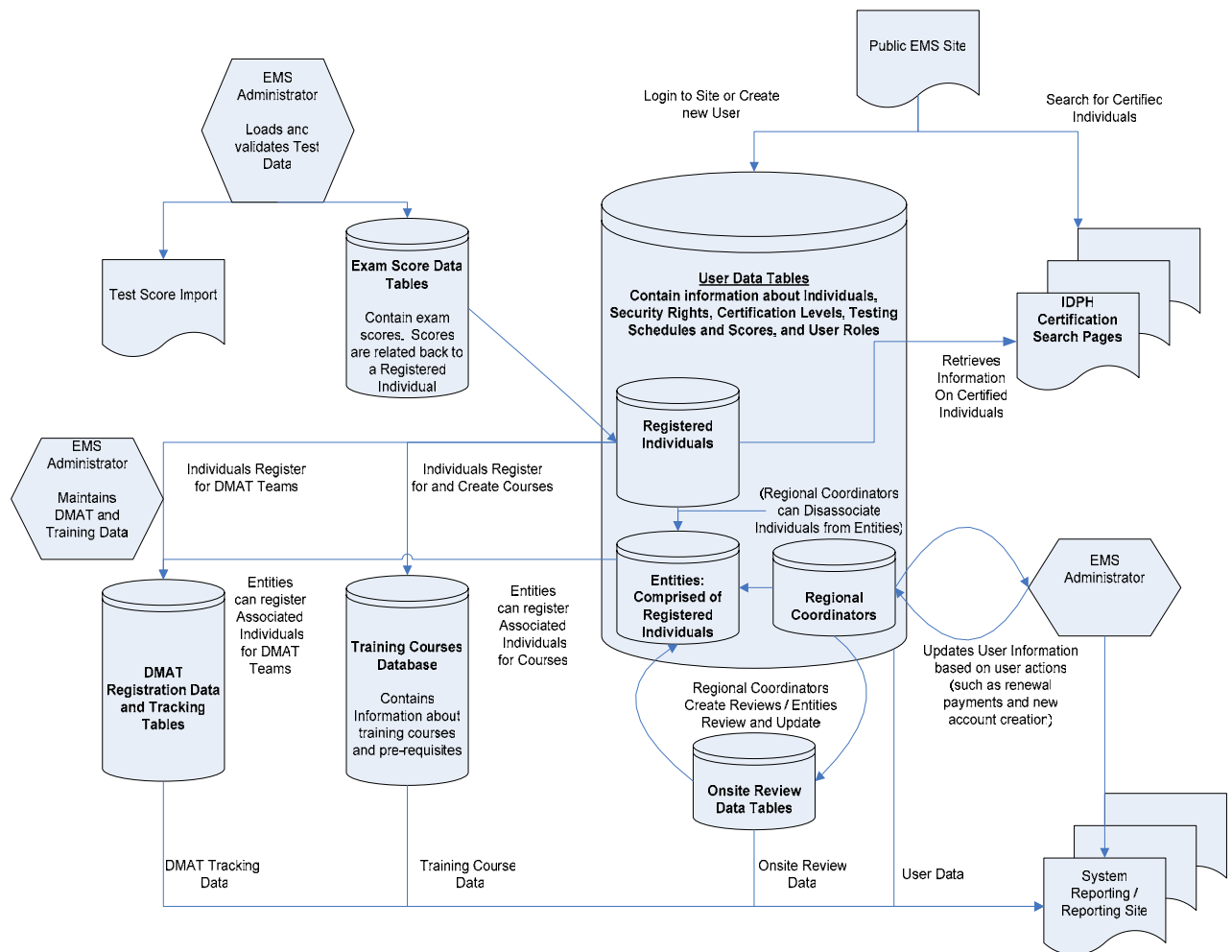
The process of designing pages will be **highly iterative**, and will commence early in the development process.

We have included a Walk-Through Diagram, shown on the next page, to assist you in reviewing the mock-up pages.



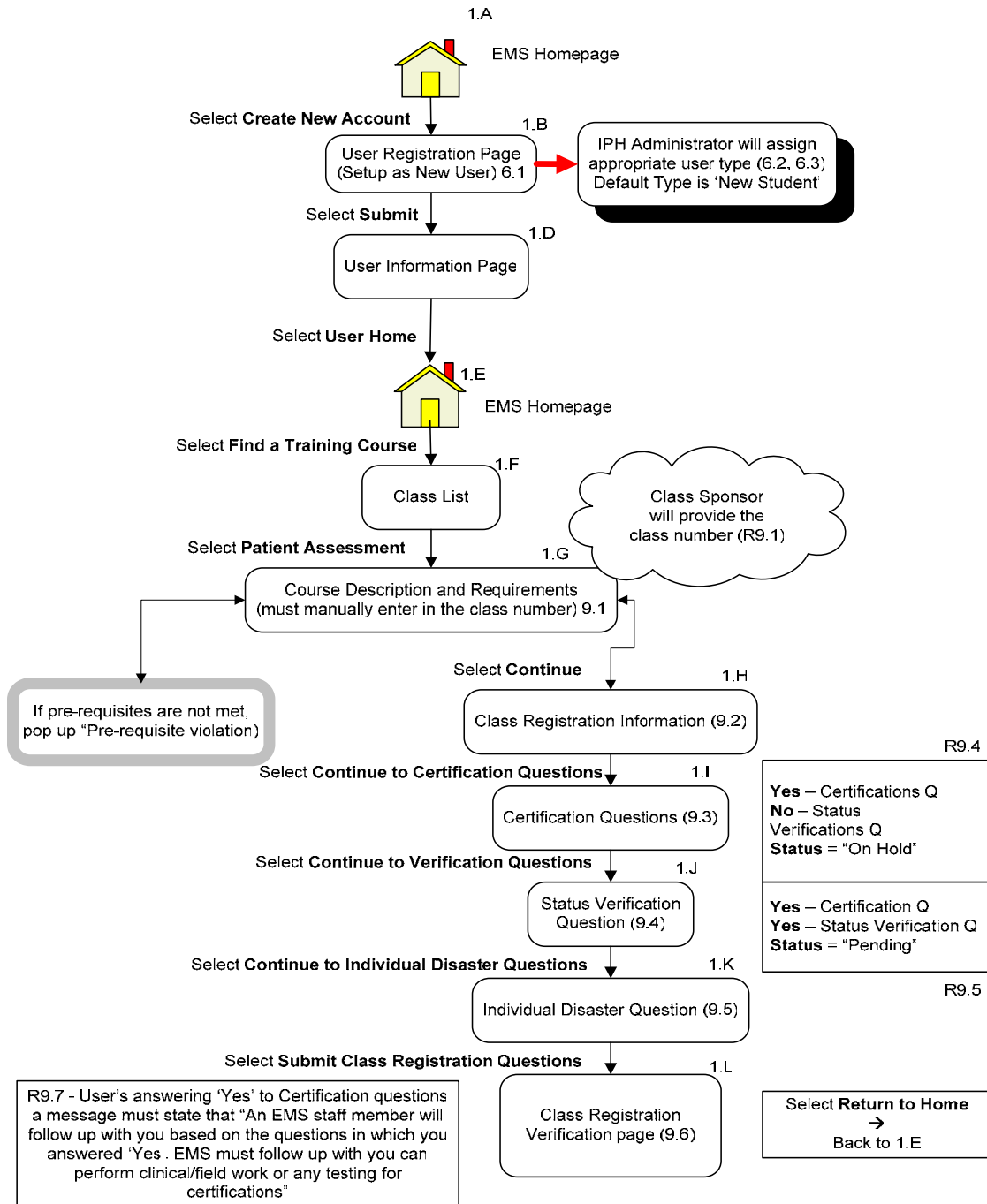
Comprehensive System Overview

The following diagram supports the Technical Description of our proposal by providing an overview of system components.







Individual Registration and Class Registration





The following screen shots correspond to the preceding flow diagram.

Demonstration Display Application: Public Page (1.A)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 	
Home	Welcome to the EMS System Registry
Login	<div><div><ul style="list-style-type: none">■ Loginor■ Create a New Account</div><div><div>Search for a class</div><div><input type="text"/> <input type="button" value="Search"/></div><div>See a list of all classes</div></div></div>
Information About EMS	<div><div><ul style="list-style-type: none">■ About the EMS Registry System■ Contact the EMS Registry System Administrator■ Contact the Iowa Department of Public Health</div><div>IDPH Certification Search</div></div>
Iowa Department of Public Health	<div><div><div>EMS & Iowa Department of Public Health News</div><div><ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title</div></div></div>
Education and Training	
About Volunteering for a DMAT Team	



Demonstration Display Application: New User Setup (1.B)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

New User Setup

*Denotes required field for account setup

Last Name	<input type="text" value="Koufer"/>	*
Suffix	<input type="text"/>	
First Name	<input type="text" value="Ed"/>	*
Middle Initial	<input type="text"/>	
Address 1	<input type="text" value="1500 NW 118th Street"/>	*
Address 2	<input type="text"/>	
City	<input type="text" value="Des Moines"/>	
State	<input type="text" value="IA"/>	
Zip Code	<input type="text" value="50325"/>	*
Social Security #	<input type="text"/>	
Date of Birth	<input type="text" value="12/6/1966"/>	*
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female	*
Home Phone	<input type="text" value="515-440-4975"/>	*
Cell Phone	<input type="text"/>	
Email	<input type="text"/>	

Are you working as an EMS provider outside of an authorized

Search for a class

[See a list of all classes](#)



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[EMS & Iowa Department of Public Health News](#)

- [Article Title](#)
- [Article Title](#)
- [Article Title](#)





Demonstration Display Application: Individual Home Page (1.F & 3.A)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 		
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	Welcome to the EMS System Registry Ed Koufer	
	<ul style="list-style-type: none">■ Review Your Most Current Exam Scores■ View Classes Currently Registered For■ Update Your Information■ Review Your Account Status	<div>Search for a class <input type="text"/> <input type="button" value="Search"/></div> <div>See a list of all classes</div>
	<ul style="list-style-type: none">■ Find a Training Course■ Review Your Certifications■ Review Your Testing Scores	IDPH Certification Search
	<ul style="list-style-type: none">■ DMAT Volunteering and Team Registration■ Contact the EMS Registry■ About the EMS Registry	<div>EMS & Iowa Department of Public Health News</div> <ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title
	<ul style="list-style-type: none">■ Contact the Iowa Department of Public Health	



Demonstration Display Application: Class Listing (1.F)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Classes Offered

- **Certified First Responder (CFR) Courses**
 - [Airway](#)
 - [Patient Assessment](#)
 - [Circulation](#)
 - [Illness and Injury](#)
 - [Childbirth and Children](#)
 - [EMS Operations](#)

Search for a class

See a list of all classes



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- [Article Title](#)



Demonstration Display Application: Course Description and Requirements Page (1.G)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Patient Assessment

Course Objectives

At the completion of this lesson, the CFR student will be able to:

- Discuss the components at a scene size-up.
- Discuss the reason for identifying all patients at the scene.
- Identify various breath rates and types of breathing.
- Identification of skin colors and temperatures.
- Identify the components of a physical exam.
- Prioritize a patient for care and transport.

Course Signup

Locations offered:

- ☒ Des Moines, 321 E. 12th Street
- ☐ Mason City, 555 N. Main Street

Enter the course ID as provided by your instructor:

Search for a class

[See a list of all classes](#)

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- [Article Title](#)
- [Article Title](#)



Demonstration Display Application: Class Registration Information (1.H)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 	
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	<h3>Class Information</h3> <hr/> <p>Class Level: Certified First Responder (CFR)</p> <p>Course Location: Testing Center 1 321 E. 12th Street Des Moines, IA 50312 See map for details</p> <p>Start Date: 4/1/2005 8:00 AM End Date: 4/3/2005 5:00 PM</p> <p><input data-bbox="516 1060 617 1092" type="button" value=" << Back "/> <input data-bbox="701 1060 841 1092" type="button" value=" Continue >> "/></p> <div><input data-bbox="1144 703 1266 735" type="text" value="Search for a class"/> <input data-bbox="1279 703 1356 735" type="button" value="Search"/></div> <p>See a list of all classes</p> <p>IDPH Certification Search</p> <div>EMS & Iowa Department of Public Health News<ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title</div>





Demonstration Display Application: Certification Questions (1.I)

Home		
Login		
Information About EMS		
Iowa Department of Public Health		
Education and Training		
About Volunteering for a DMAT Team		
Certification Questions		
1. Do you have a medical condition, which in anyway impairs or limits your ability to provide emergency medical care? "Medical Condition" means any physiological, mental, or psychological condition, impairment, or disorder, including drug addiction and alcoholism.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Search for a class <input type="text"/> <input type="button" value="Search"/> See a list of all classes IDPH Certification Search EMS & Iowa Department of Public Health News ■ Article Title ■ Article Title ■ Article Title
2. Have you within the past 5 years engaged in the illegal or improper use of drugs or other chemical substances?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
3. Have you ever been convicted of, found guilty of, or entered a plea of no contest to a felony or misdemeanor crime (other than minor traffic violations with fines under \$100)?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
4. Has any state or other jurisdiction of the United States or any other nation ever limited, restricted, warned, censured, placed on probation, suspended, revoked, or otherwise disciplined a license issued to you?	<input type="radio"/> Yes <input checked="" type="radio"/> No	

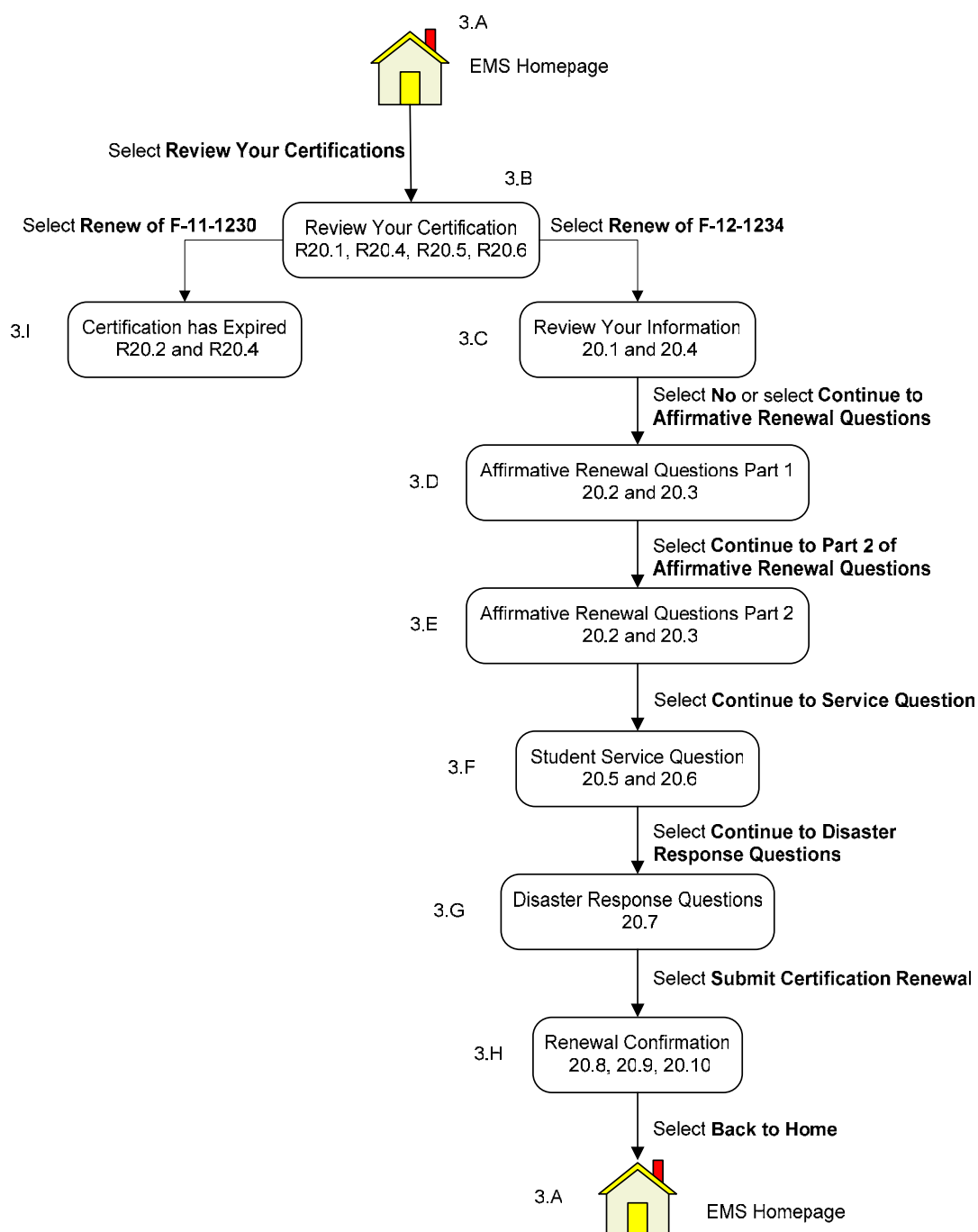


Demonstration Display Application: Class Registration Verification (1.L)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 		
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	Course Status	
	<div><div>Registration Status: On Hold</div><div>Your registration for Patient Assessment has been tentatively accepted due to your responses to:<ul style="list-style-type: none">■ Certification Question #1 review question■ Status Verification Question review question<div>An EMS staff member will follow up with you based on the certification questions in which you answered 'Yes'. EMS must follow up with you before you can perform clinical/field work on any testing for certifications.</div></div></div>	
	<div><div>Search for a class <input type="text"/> <input type="button" value="Search"/></div><div>See a list of all classes</div></div>	
	<div>IDPH Certification Search</div> <div>EMS & Iowa Department of Public Health News<ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title</div>	
	<div>Course Information Course ID: F-12-1234 Class Level: Certified First Responder (CFR) Location: Testing Center 1 321 E. 12th St.</div>	



Review of Certifications for an Individual – Pre-Renewal Review









The following screen shots correspond to the preceding flow diagram.

Demonstration Display Application: Individual Home Page (1.F & 3.A)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Welcome to the EMS System Registry

Ed Koufer

- [Review Your Most Current Exam Scores](#)
- [View Classes Currently Registered For](#)
- [Update Your Information](#)
- [Review Your Account Status](#)

- [Find a Training Course](#)
- [Review Your Certifications](#)
- [Review Your Testing Scores](#)

- [DMAT Volunteering and Team Registration](#)
- [Contact the EMS Registry](#)
- [About the EMS Registry](#)

- [Contact the Iowa Department of Public Health](#)

Search for a class

[See a list of all classes](#)

IDPH Certification Search

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- [Article Title](#)
- [Article Title](#)
- [Article Title](#)



Demonstration Display Application: Certification Review (3.B)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Review Your Certifications

Current Date : 8/30/2005

Certification Number	Status	Expiration Date	
F-12-1234	Active	9/30/2005	Renew
F-12-1230	Expired	9/30/2004	Renew

• Note : You may renew a certifications 90 days before it expires.

Search for a class

[See a list of all classes](#)

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Demonstration Display Application: Certification Expiration Page (3.I)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Error!

Your Certification has expired.
Please contact the bureau of EMS for further details and next steps.
[Back](#)

[See a list of all classes](#)



[IDPH Certification Search](#)

EMS & Iowa Department of Public Health News

- Article Title
- Article Title
- Article Title



Demonstration Display Application: Affirmative Renewal Questions (3.D)

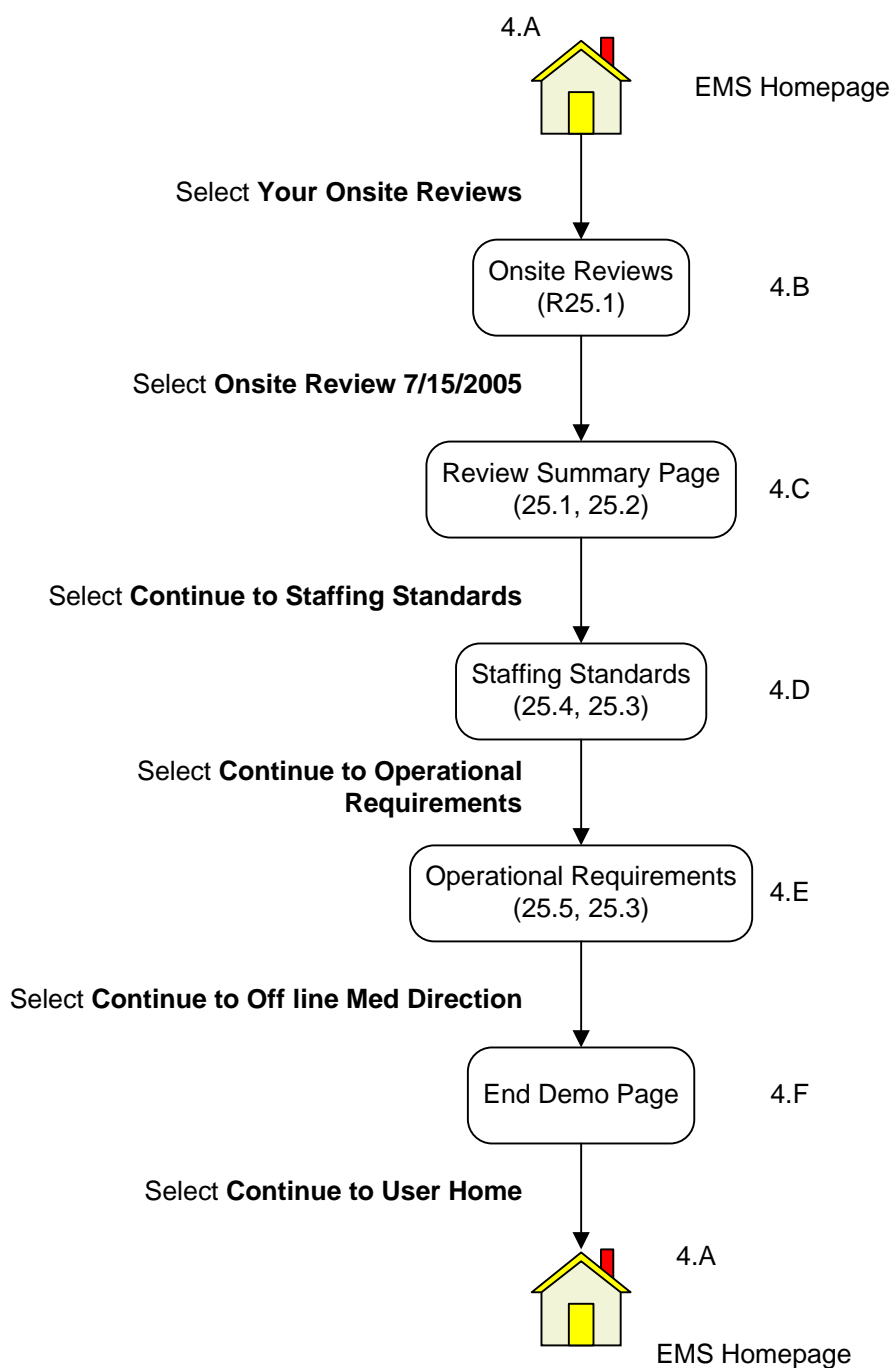
 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 		
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	Renew Your Certifications	
	<hr/>	
	Affirmative Renewal Questions Part 1	Search for a class <input type="text"/> <input type="button" value="Search"/>
	1. How many total continuing education hours (CEHs) did you complete during your certification period? <input type="text" value="12"/> hrs.	See a list of all classes
	2. How many approved formal CEHs did you complete during your certification period? <input type="text"/>	IDPH Certification Search
3. How many optional CEHs did you complete during your certification period? <input type="text"/>	EMS & Iowa Department of Public Health News	
4. Do you have a current course completion card in cardioputmonar resuscitation, AED, and obstructed airway procedures for all age groups according to recognized national standards?	<ul style="list-style-type: none">▪ Article Title▪ Article Title▪ Article Title	



Demonstration Display Application: Renewal Confirmation Page (3.H)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 		
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	Renewal Confirmation	
	<div><div></div><div>Print</div></div>	
	<ul style="list-style-type: none">■ Renewal for DON SMITH Confirmed.■ Your F-12-1234 Certification has been renewed through September 30, 2007.■ No Fee is due for this renewal.■ Please print this page for out for your records.	
	<div><div></div><div></div></div>	
	<ul style="list-style-type: none">■ Review Affirmative renewal Answers■ Review Student Service Answers■ Review Disaster Response Answers	
	<div>Renew Another</div> <div>Cancel This Renewal</div> <div>Home</div>	<div>Search for a class <input type="text"/> <input type="button" value="Search"/></div> <div>See a list of all classes</div> <div>IDPH Certification Search</div> <div>EMS & Iowa Department of Public Health News</div> <div><ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title</div>



Review Results of an On-Site Review





The following screen shots correspond to the preceding flow diagram.

Demonstration Display Application: Service Homepage (4.A)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Welcome to the EMS System Registry ABC Pharmacy

- [Review Individuals Associated With Your Service](#)
- [Associate Individuals With Your Service](#)
- [View Classes Currently Registered For](#)
- [Update Your Information](#)
- [Review Your Account Statuses](#)
- [Your On Site Reviews](#)

- [Find a Training Course](#)
- [Review Your Certifications](#)
- [Review Your Testing Scores](#)

- [DMAT Volunteering and Team Registration](#)
- [Contact the EMS Registry System Administrator](#)
- [About the EMS System Registry](#)

- [Contact the Iowa Department of Public Health](#)

[Search for a class](#)

[See a list of all classes](#)

[IDPH Certification Search](#)

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- [Article Title](#)
- [Article Title](#)
- [Article Title](#)



Demonstration Display Application: Onsite Review (4.B)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

On Site Reviews For Service 1

- [On Site Review 7/15/2005](#)
- [On Site Review 7/15/2002](#)
- [On Site Review 7/15/1999](#)

Search for a class

[See a list of all classes](#)



[IDPH Certification Search](#)

EMS & Iowa Department of Public Health News

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- [Article Title](#)
- [Article Title](#)



Demonstration Display Application: Review Summary Page (4.C)

 Iowa Department of Public Health <i>Promoting and protecting the health of Iowans</i> 		
Home Login Information About EMS Iowa Department of Public Health Education and Training About Volunteering for a DMAT Team	7/15/2005 On Site Review of Service 1	
	Review Summary	<input type="text"/> <input type="button" value="Search"/>
	Date: 7/15/2005 Service Name: Service 1-Pharmacy Service Number: 1 Medical Director: Jane Doe Online Medical Director: Jane Doe Type of Authorization: Level of Authorization: Staffing Level: 24/7	See a list of all classes
		IDPH Certification Search
	Review Contents <ul style="list-style-type: none">■ Staffing Standards■ Operational Requirments■ Off-line Medical Direction■ Data Collection And Reporting■ Equipment And Vehical Standards■ Preventative Maintenance■ Flow up And Responsibilities■ Noted Corrections Reported to EMS	EMS & Iowa Department of Public Health News <ul style="list-style-type: none">■ Article Title■ Article Title■ Article Title
<input type="button" value=" << Back"/> <input type="button" value=" Continue >>"/>		



Demonstration Display Application: Staffing Standards (4.D)

**Iowa Department of Public Health**
Promoting and protecting the health of Iowans

[Home](#)
[Login](#)
[Information About EMS](#)
[Iowa Department of Public Health](#)
[Education and Training](#)
[About Volunteering for a DMAT Team](#)

Staffing Standards

- Ambulance(s) and personnel to maintain 24/7
☐ Complaint ☐ Deficient ☒ Not Applicable
- Written contingency plan-ambulance service?
☐ Complaint ☐ Deficient ☒ Not Applicable
- Emergency driving and communication training?
☐ Complaint ☐ Deficient ☒ Not Applicable
- Data collection and reporting
☒ Complaint ☐ Deficient ☐ Not Applicable
- Equipment/Vehical Standards
☒ Complaint ☐ Deficient ☐ Not Applicable
- Preventative Maintenance
☒ Complaint ☐ Deficient ☐ Not Applicable

Notes:

Coordinator 7/15/2005 : No Issues

Search for a class

See a list of all classes

IDPH Certification Search

EMS & Iowa Department of Public Health News

- Article Title
- Article Title
- Article Title



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IOWA DEPARTMENT OF PUBLIC HEALTH

EMS SYSTEM REGISTRY

Number BD80500S326

OFFICIAL COST PROPOSAL

ORIGINAL

Submitted by:



Quality Consulting, Inc.

1500 NW 118th Street
Des Moines, Iowa 50325

March 11, 2005



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REQUEST FOR PROPOSAL NO BD80500S326

Cost Proposal Response Format

Deliverable or Task (Vendor may list additional or more focused line items than shown)	U.S. Dollars FOB Destination
1. Develop and deliver 'Approved Work Plan'.	\$ 15,400
2. Solution Development	-
INDIVIDUAL REGISTRATION FUNCTION	11,550
IMPORT OF TEST DATA FUNCTION	9,625
RENEWAL FUNCTION	11,550
PUBLIC SEARCH FUNCTION	5,775
ENTITY REGISTRATION FUNCTION	11,550
ENTITY RECORD FUNCTION	9,625
ONSITE REVIEW FUNCTION	5,775
DMAT VOLUNTEER TRACKING FUNCTION	5,775
3. Implementation (see note #1)	55,825
4. Develop and deliver 'Approved Acceptance Testing Plan'.	15,400
5. Final Payment upon Acceptance.	19,250
6. Completion of Training.	15,400
TOTAL:	\$ 192,500

Note #1: Application coding, report coding and database setup are reflected as implementation steps.

This #2: Costs include overhead expenses, and all travel and lodging expenses.



Submitted by:

Firm Name:	Quality Consulting, Inc. (QCI)
Address:	1500 NW 118th Street
City, State, Zip:	Clive, Iowa 50325
Telephone:	(515) 440-4998
Fax:	(515) 440-4961
e-mail Address:	ekoufer@qci.com
Signed:	
Print Name	Edward A, Koufer
Title:	Vice President
Date	March 11, 2005

Support

Application defects reported during a 6 month period commencing with the application acceptance date, will be repaired, at **no additional cost**.

QCI agrees to work closely with the Iowa Department of Public Health to ensure the application supports compliance with changes to legislation and process enhancements. QCI will make any and all such changes, as requested, for a two-year period at a guaranteed rate of \$85.00 per hour.

Federal W9 Tax Form

This form is attached.



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